

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Referral Coordinator
Department : Health
Revised : August 2022

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Referral Coordinator classification.

GENERAL DESCRIPTION

Administrative support level work that is responsible for providing assistance to clinic staff by working collaboratively to support patient care plans and needs. Functioning as a liaison between patients, clinic staff and outside entities, the referral coordinator will serve all clinic departments to process, manage, and negotiate successful tracking and coordination of referrals and other patient services.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Through referrals, work with clinic team, patients, and outside entities to achieve improved patient outcomes. Process internal and external referrals appropriately, accurately, and timely according to established workflows. Track and enter all referral requests. Verify patient demographic information including insurance status. Ensure referral loop closure process is complete. Provide routine reminder and follow up calls to patients and outside entities.

Contact (call, letter) the health department specific list of patients related to overdue services, Emergency Department visits and hospitalizations. Track and maintain documentation. Work with registration staff for scheduling purposes. Ensure follow up loop closure process is complete.

Assist clinic nurses by completing follow up contact (calls, letters) for abnormal Pap testing. Track and maintain documentation. Ensure follow up loop closure process is complete.

Processes information requests; resolves problems within the framework of established policies, procedures, laws, and ordinances.

Maintains a variety of detailed records and files; prepares a variety of detailed reports.

Provides education to patient/family within the scope of practice. Serves as a liaison among the patient/family, community services, primary providers, specialists, and other care team members to coordinate services.

Attends departmental meetings, local and regional trainings or other events as required.

OTHER JOB FUNCTIONS

Participates on local boards and councils as appropriate.

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

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KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of medical office practices, procedures, and applications.

Considerable knowledge of departmental programs and policies.

Considerable knowledge and ability to proofread, use correct grammar, vocabulary, and spelling.

Skill in operating personal computers and related software including Microsoft Office with proficiency.

Ability to type with accuracy at the speed required by the particular position, correct spelling, grammatical punctuation, and few typing errors; use judgment in organizing and establishing arrangement and format; and to perceive sentence and grammatical structure using technical language and to establish complicated formats from dictating equipment.

Ability to organize, compile, and summarize information in an effective format.

Ability to apply independently specific laws, departmental rules and regulations relating to verifying, processing and maintaining records and documents.

Ability to resolve problem situations; ability to be resourceful in gathering and giving program information.

Ability to answer most inquiries and questions independently.

Ability to communicate effectively, both orally and written.

Interacts in a friendly, professional manner with a wide range of staff, providers, and public.

Ability to plan, prioritize and complete delegated tasks with attention to detail.

Ability to multitask and work well under pressure is essential.

PHYSICAL REQUIREMENTS

Work is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of clerical experience, preferably supplemented by community college courses in secretarial science, medical terminology, or business administration. Experience in the healthcare setting preferred. A valid driver's license may be required dependent upon the specific job responsibilities of the position.

This job description does not create an employment contract, implied or otherwise.

