

Job Description

POSITION: Referrals Coordinator
DEPARTMENT: Nursing
REPORTS TO: Director of Nursing
HOURS: Full-time, 40 hours/week; may vary; evenings and weekends may be required
FLSA Status: Non-exempt

General Responsibilities

- Responsible for medical referrals for a variety of services not provided at the Clinic.
- Assists with dissemination of program updates such as managed care, LA County, etc.
- Utilize EMR referral tracking system, i2i tracking as well as e-consul.
- Active participation in team of clinic referral coordinators.
- Assist with facilitating standardization of referrals for all departments; General Medicine, Teen/Adolescent Clinic, Pediatrics, Kennedy, EIP, Mental Health, Optometry, Nutrition, Mammograms, and others as needed per insurance coverage
- Meetings as required per direction of Nurse Manager

Specific Duties

- Coordinate specialty care referrals
- Maintain updated lists of medical insurance accepted by specialists
- Maintain appointment reminders and copies of approved referrals
- Maintain the appropriate electronic patient tracking related to all aspects of referral implementation
- Obtain pre-authorizations as required by patients' health care insurers or managed care providers
- Follow-up with patients to assess compliance
- Copy/request medical records when required
- Log and file results in medical chart/NextGen, e-consult, i2i and any other computer software necessary to complete referrals
- Coordinate Pre-Op orders with outside clinics and schedule appropriate appointments at VCC
- Other duties as assigned

Customer Service: Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues

constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

Minimum Qualifications

- Current Medical Assistant certificate in the State of California or one year of experience as a Referrals Coordinator may substitute for MA certificate.
- A minimum of one year working in a community clinic or other medical office environment is required.
- Good verbal and written communication skills.
- Ability to work well with a variety of people.
- Able to handle multiple tasks simultaneously.
- Excellent telephone manner.
- Excellent negotiation skills.
- Computer literate and familiar with electronic health records preferred.
- Data entry skills, minimum of 45 WPM.
- Bilingual English and Spanish is required.

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

ACKNOWLEDGEMENT:

I acknowledge I have received, read and understand my job description.

Employee Acknowledgement