



Heart of Ohio Family Health Centers
Job Description
Referral Specialist

Summary: This position supports the Organization in the following manner:

- Functions as a liaison between patients and health care providers or agencies in assisting, organizing, coordinating, and providing optimal health care service.

Reports to: RN Nurse Manager

Supervises: N/A

Dress Requirement: Business casual

Work Schedule:

Monday through Friday during standard business hours

Times are subject to change due to business necessity

Exempt **Non-Exempt**

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Collects and evaluates information about a patient in regard to opportunities to assist in achieving patient/family need, continuity of care and realistic outcomes
- ✓ Interpreting a foreign language into English and English into a foreign language to facilitate the health care service
- ✓ Refers and coordinates appropriate processes as assigned
- ✓ Researches, documents and informs co-workers and patients about the available health resources at the local, state and federal levels
- ✓ Notifies the patient of appointments scheduled, makes follow-up calls to specialist to ensure that client attended appointments and reminds provider to submit a Consultation Report
- ✓ Maintains competency in obtaining and inputting medical information to and from clinical and /or other information systems including accessing information as required to complete the referral process
- ✓ Accurately, clearly and efficiently documents actions taken and activities performed
- ✓ Provides continuity of care to each patient and their family members
- ✓ Other duties as assigned

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ Preferred associate degree or higher in the human services field or equivalent
 - ✓ Preferred holder of interpreting certificate
 - ✓ Willingness to work with all cultural and socioeconomic groups without judgment or bias
 - ✓ Demonstrates ability to cooperatively work/mediate with all age groups and family groups
 - ✓ Compliance with the HIPAA law and regulation; ability to confidentially retain information, passing only necessary information to those needed to perform their duty
 - ✓ Ability to work with minimal supervision and exercise sound independent judgment
 - ✓ Excellent familiarity and application with medical terminology
-

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Scanner
Credit card machine	Calculator	Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213, 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Drive Columbus, Ohio 43232. All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position’s primary work area is in an office within our facility

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice

- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Guiding Principles: **Communication, Teamwork, Attitude, Diversity and Service**

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2
Randomly changing work pace	2 Maybe as needed to accommodate the organization (there are 3 ctrs)
Fast, sometimes chaotic work pace	1
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	1
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	0
Interacts personally with public	3
Interacts with public via the telephone, letter, or other non-face-to-face measure	3

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager or the Human Resources Mgr / Risk Mgr. I understand this job description is not a contract of employment and my employment is *at will*.

Signature

Date