



Heart of Ohio Family Health Centers Referrals Coordinator

Summary: This position acts as the supervisor over Referrals Specialists within the organization. In addition to completing referrals and interpreting in a foreign language (if bilingual), the Referrals Coordinator supports the referrals department by monitoring staff time/attendance, training staff, evaluating staff performance, assisting within implementing new initiatives related to referrals/procedures, and ensuring adherence to policies and protocols.

Reports to: Director of Clinical Systems and Quality Improvement

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

Non-Exempt

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

- ✓ Monitor time and attendance of referral specialists.
- ✓ Monitors staff performance according to organizational goals and ensures activities align with goals. Assists organization in achieving goals related to completion of referrals/procedures.
- ✓ Train new staff in the referrals department and assist in training staff in other departments on referrals related issues. Creates and organizes training materials.
- ✓ In coordination with supervisor, acts as a liaison with referral sources to improve relationships and ensure smooth referrals/procedure completion.
- ✓ Ensures all referral specialist staff have access to external EHR systems and ability to complete prior authorizations.
- ✓ Completes all duties outlined in the Referral Specialist/Interpreter job description.
- ✓ 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
- ✓ 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. Experience with healthcare referrals required.
- ✓ 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:

All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. All 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

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