



Harbor Community Clinic

593 W. 6th Street ♦ San Pedro, CA 90731-3105 ♦ (310) 547-0202

Title	Referral Coordinator I
Department(s)	Operations
Reports to	Clinic Manager
FLSA Status	Non-Exempt, Full Time

JOB SUMMARY

Under the general supervision of the Clinic Manager, the Referral Coordinator I is responsible for processing, coordinating, and completing the referral process in a timely fashion. As an integral member of the health care team, the Referral Coordinator I works closely with referring providers, specialists, patient support staff, patients, and families.

EXPECTATIONS

- Adheres to all Harbor Community Clinic's policies and procedures
- Conducts self in a manner that represents Harbor Community Clinic's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about departmental and Harbor Community Clinic concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

MISSION AND VALUES

Our mission is to provide low cost, high quality health care to people who do not have access to any other medical care. Employees must possess a strong commitment to the mission, policies, goals and philosophy of Harbor Community Clinic.

ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities of this position. Individual may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

Referral Coordination

- Maintain ongoing tracking and appropriate documentation on referrals to promote clinic team awareness and ensure patient safety using the Electronic Health Record (EHR) or other established system
- Ensure complete and accurate registration, including patient demographic and current insurance information.
- Assemble information concerning patient's clinical background and referral needs. Per referral guidelines, provide appropriate clinical information to specialist.
- Directly contacts healthcare specialist to confirm patient's referral complete and/or to obtain necessary reports and/or medical records for patient's EHR.
- Ensure that patient's primary care chart is up to date with information on specialist consults, hospitalizations, ER visits and community organization related to their health.
- Point of contact for patients on referral progress updates.

- Coordinates with clinical team on patient inquiries regarding referral.
- Responsible to audit information entered in EHR to ensure compliance with capturing necessary data as required by reporting agencies (i.e. Meaningful Use, etc.).
- Organizes and prioritizes workload based on acuity.
- Maintains confidentiality by following all applicable HIPAA regulations.
- Ensure referrals are addressed and closed in a timely manner, as determined in relevant policies and procedures.
- Remind patients of scheduled appointments via mail or phone.
- May schedule referral appointments directly on behalf of patient, as needed.
- Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
- Other duties as assigned

QUALIFICATIONS

Work Experience: At least one year of experience in medical referrals, or other related medical patient support function in a clinic setting.

Education, Certification, Licensure: High School Diploma required. Minimum associate's degree in related field or corresponding work experience. Valid California driver's license and proof of insurance.

Skills & Knowledge:

- Self-motivated with excellent verbal and written communication skills and time management skills.
- Ability to work effectively and harmoniously with co-workers.
- Ability to manage multiple tasks, work independently and use good judgment.
- Knowledge of standard office policies and procedures; experience working on computers; typing speed of at least 40 WPM; knowledge of Microsoft Office software products (Word, Excel, PowerPoint).
- Must have the ability to document information consistently, timely, and accurately.
- Demonstrated experience working in an outpatient family practice setting. Experience working within in a community health center (FQHC) preferred.
- Experience working with practice management and electronic health records software.
- Knowledge of public and private health plans, as well as other local, state, or federal coverage programs. Working knowledge of VFC, CHDP, FPACT, PE, MHLA preferred.
- Knowledge of medical terminology, procedures and practices.
- Knowledge of HIPAA regulations.
- Bilingual English/ Spanish required.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

Hours: Harbor Community Clinic is open Monday – Thursday 8am-7pm, and Friday 8am-5pm. This is a Full-Time Non-Exempt position. Specific hours flexible depending on operational needs.

Equal Employment Opportunity Statement

Harbor Community Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Harbor Community Clinic complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. Harbor Community Clinic is an at-will employer.

In addition, Harbor Community Clinic may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.

Employee Name

Date

Employee Signature