

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Administrative Specialist		B	2	1	Non-Exempt
POSITION TITLE: Referral Coordinator			POSITION#:	500338	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised		Date:	3/5/24		
SERVICE TYPE:			AFSCME		
Employee Name:		Department:	Community Health Centers	Supervisor:	Health Information & Compliance Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

The Referral Coordinator receives and processes internal referrals from the care team to outside providers and specialists. This work includes understanding the medical need documented, action requested by the provider, working with patient requests and insurance companies, sending communication to patients, and clearly and consistently documenting work in the electronic health record.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Assess, manage, complete referrals Essential Duties: <ul style="list-style-type: none"> Receive, review, and process referrals in the Electronic Health Record Understand the process required to legally document and capture referral work through use of the Release of Information module and adequate documentation in the health record Send referrals to patients and providers in a timely fashion (72 hours) Document every step of the referral process for transparency and smooth hand off with other coordinators and the care team Track the status of referrals as they are scheduled and completed Close referrals when they are completed Run reports to manage the flow and status of referrals Evaluate trends and seek to resolve consistent barriers in processing referrals, working with facilities, or managing insurance plans Connect patients to other internal and external resources if there are access barriers like language, transportation, financial, or other social needs preventing them from accessing care 	50 %
2	MFA: Communication Essential Duties: <ul style="list-style-type: none"> Act as a point of contact for patients and families in writing or by telephone Ensure expectations about the referral process are clear with patients and families Assemble information concerning patient's clinical background and referral needs Advocate on patient's behalf with insurance carriers to ensure approval of necessary supplies/services; communicate challenges with care team, management, and patients Establish and maintain relationships with specialty service providers 	30 %

	<ul style="list-style-type: none"> Utilize electronic health record in basket, email, fax, and other communication software to coordinate with the care team to clarify requests, share progress, or check on status Coordinate work and progress on referrals in clear, consistent documentation 	
3	MFA: Referral queue Essential Duties: <ul style="list-style-type: none"> Contribute solutions and show ongoing commitment to patient-centered communication and care Efficiently manage daily queue of referrals, prioritize urgent referrals Coordinate with teams to best organize, prioritize, and manage shared tasks with referral coordinator team and others Assure patient safety through rigorous tracking and attention to urgent referrals Close referrals upon completion- assuring documentation received and care team updated in the record 	20 %
	And other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:

Strong customer service focus
Self-motivated and organized, able to manage competing priorities
Effective verbal and written communication skills, in writing, on the phone, and in-person
Teamwork orientation
Resourceful and focused on problem-solving
Able to follow through with tasks, detail oriented

Physical Requirements:

Physical Demands

While performing the duties of this job, the employee is regularly required to stand, walk, move, talk, hear, and manipulate equipment, as well as lifting and moving objects, equipment and supplies. The employee must occasionally lift and/or move up to 25 pounds. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Working Environment

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. Constantly interacts with other people and may have to handle several responsibilities at once. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____