



## NVIH POSITION DESCRIPTION

<b>REFERRAL COORDINATOR I</b>		
<b>CLASSIFICATION</b> <b>Full-Time</b>	<b>FLSA STATUS</b> <b>Non-Exempt</b>	<b>DEPARTMENT</b> <b>Medical</b>
<b>DATE OF LAST REVIEW/REVISION</b> <b>March 2016</b>	<b>ASSIGNED SITE</b> <b>Chico / CHC / WHC / Willows / Woodland</b>	<b>REPORTS TO</b> <b>Records and Receptionist Coordinator</b>
		<b>SUPERVISES</b> <b>None</b>

**POSITION SUMMARY:** Under general supervision from the Records and Receptionist Coordinator, the Referral Coordinator I primary function is to provide coordinating support to the referral process to ensure quality control on referral process through tracking and other supportive measures that will assist in Referral Coordinator II and ensure referral process completion in a timely fashion. As an integral member of the health care team, the Referral Coordinator I will collaborate with other referral staff, medical providers, nursing staff and other patient care support staff.

**ESSENTIAL JOB FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. 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.
2. Provide assistance to Referral Coordinator II in follow-up phones calls for pre-authorization to third party payers/insurance companies.
3. May schedule referral appointments directly on behalf of patient.
4. Directly contacts healthcare specialist to confirm patient's referral complete and/or to obtain necessary reports and/or medical records for patient's EHR
5. Point of contact for patients on referral progress updates
6. Coordinates with clinical team on patient inquiries regarding referral
7. Responsible for referral report management and reporting to supervisor
8. Responsible to audit information entered in EHR to ensure compliance with capturing necessary data as required by reporting agencies (i.e. GPRA, MU, etc.)
9. Utilizes EHR functions to document all pertinent information
10. Organizes and prioritizes workload based on acuity
11. Maintains confidentiality by following all applicable HIPAA regulations
12. Provides back-up to Referral Coordinator II in times of low staffing
13. Other duties as assigned

## **EDUCATION, EXPERIENCE, SKILLS, CERTIFICATIONS, AND LICENSES:**

1. Minimum education - High School diploma or equivalent;
2. Minimum experience –Two years’ experience in medical referrals, or other related medical patient support functions in a clinic setting.
3. Is detailed oriented and works with a high level of accuracy in every aspect of the job
4. Is a team player who demonstrates a caring and compassionate commitment to the patient and their unique circumstances
5. Demonstrates a high level of interpersonal skills, time management skills, and an ability to meet established productivity standards
6. Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
7. Ability to understand and adhere to established policies, procedures, protocols, and the ability to make timely and sound decisions.
8. Ability to operate with proficiency, the computer packages in use at NVIH.
9. Ability to become CPR certified.
10. Valid California Driver’s License and proof of personal liability auto insurance as required by California state law.
11. This position requires an awareness and keen appreciation of American Indian traditions, customs, and socioeconomic needs and the ability at all times to meet and deal effectively in contact with Indian health organizations which require tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.

### **All NVIH employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH’s policies and procedures as they may from time to time be updated.

Indian Preference: Preference in filling vacancies will be given to qualified Indian candidates, in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). In other than the above, NVIH is an equal opportunity, affirmative action employer, and does not discriminate in employment decisions based on race, color, religion, gender, national origin, age disability, or sexual orientation.

## **MATERIAL AND EQUIPMENT USED:**

Computer      E-Mail      Telephone      Voice Mail      Fax Machine

## **PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:**

- a. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas.
- b. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email.
- c. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork.
- d. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds.
- e. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves.

- f. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies.

IMPORTANT DISCLAIMER NOTICE

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**ACKNOWLEDGEMENT:** I have received and reviewed a copy of the Referral Coordinator I position description. I understand that this position description is not a contract of employment and in no way changes the at-will nature of my employment relationship with Northern Valley Indian Health, under which either NVIH or I may terminate the employment relationship at any time, for any reason, with or without cause or notice.