



**Good Samaritan Health Center of Cobb**  
**Job Description**  
**Referral Coordinator**

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**Effective Date:** 10/30/2019  
**Review Date:**

**Reports To:** Front Office Manager

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**SUMMARY OF DUTIES:** Responsible for assisting providers with patient care, clerical, environmental and organizational tasks. Provide patients with the proper information so they may fully utilize and benefit from clinic services. Conveys a positive image of clinic and promotes our values to our patients and partners in the community.

**SUPERVISION RECEIVED:** Reports to Front Office Manager, however also takes directions from clinical Department Directors.

**PRIMARY RESPONSIBILITIES:**

- Can fulfill the clinic's mission to spread the love of Christ through quality healthcare to those in need while performing their job functions.
  - a. Utilize resources available to meet patients' medical needs with a compassionate and Christ like approach. For example, arrange for transportation or interpreting services if needed and available.
- Manages Medical and Dental patient referral lists in an effective and efficient manner always keeping in mind the patient's best interest.
  - a. Referrals have to be processed in a timely manner, but also each patient needs to be advised about referral protocols in detail.
- Assessment / Classification of referrals:
  - a. Specialty
  - b. Priority
  - c. Follow proper referral protocols according to specific MOUs
- Process and review patient financials internally in order to determine the type of financial aid patient qualifies for respecting the memorandum of understanding with our partners in the community, such as Northside Hospital and Wellstar Hospital.
- Inform patient about referral process and document it on patient's chart.
  - a. If patient is non-responsive the following steps need to be followed:
    - i. 1<sup>st</sup> call – Documented & send a reminder for a week later
    - ii. 2<sup>nd</sup> call – Documented – Send out a letter
    - iii. 3<sup>rd</sup> call- Documented – Send out another letter with second notice
    - iv. Final notice – If not answer within 2weeks referral will be considered “Inactive”
- Work closely with providers, medical assistants, and Chronic Care Coordinator to clarify patient's clinical questions
- Send out referral packages to designated facilities.
- Update referral status on spreadsheet and patient's clinical chart
- Send out patient notification letters about:
  - a. Referral instructions
  - b. Financial Applications

- c. Referral protocols
- Follow up with:
  - a. Patient after appointment
  - b. Facility for medical records and office notes
  - c. Update status on patient's chart and notify providers
- Fulfills clerical responsibilities as assigned which may include: sending / receiving patient medical records, obtaining lab / x-ray reports, hospital notes, referral information, etc., completing forms / requisitions as needed, scheduling appointments, verifying insurance status and patient demographics, managing charts to ensure information is completed and filed appropriately in conjunction with managing the referrals.
- Fulfills organizational responsibilities as assigned which may include: respecting / promoting patient rights, sharing problems relating to patients and / or staff with immediate supervisors quickly.
- Maintains appropriate documentation and tracking statistics for all medical referrals in order to close the referral cycle in an auditable manner.
  - a. Receiving referrals
  - b. Verify that all components of referrals are sent to the specialists' office (i.e. imaging, pathology reports, ICD10 Dx codes etc.)
  - c. Notify patient about referral by phone and in writing
  - d. Explain to patients referral process based on the specific MOU with the specific facility
  - e. Apply for financial aid on patient's behalf as needed
  - f. Send out referral and get confirmation
  - g. Tracks patients' attendance to their appointments
  - h. Follow up with patient after appointment to verify appointment was completed
  - i. Document all communication with patients
  - j. Obtain medical records from specialist offices
  - k. Notify providers of complete cases or close cases
- Other duties as assigned, such as assist on registration process on site and off site.

The job holder must demonstrate current competencies applicable to job position.

**EDUCATION:** Minimum Certified Medical Assistance, Nursing Training Preferred

**EXPERIENCE:** Minimum of two years work experience in a primary health care setting;

**REQUIREMENTS:** Maintains CPR certification. Associates or bachelor's degree with a minimum of 1 year experience in the healthcare field.

**KNOWLEDGE:**

- Knowledge of health care field and medical specialty.
- Knowledge of specific assisting tasks related to particular medical specialty.
- Knowledge of information that must be conveyed to patients and families of diverse backgrounds.
- Knowledge of record procedures and protocols.

**SKILLS:**

- Skill in performing assistance tasks appropriately.

- Skill in tact and diplomacy in interpersonal interactions.
- Skill in understanding of patient education needs by effectively sharing information with patients and families of diverse backgrounds.

**ABILITIES:**

- Ability to learn and retain information regarding patient care procedures.
- Ability to project a pleasant and professional image.
- Ability to plan, prioritize and complete delegated tasks.
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center’s mission to share the love of Christ through quality healthcare to those in need.

**ENVIRONMENTAL / WORKING CONDITIONS:** Combination of medical office and exam / procedure room setting which is a well-lighted, well-ventilated, adequate space.

**PHYSICAL / MENTAL DEMANDS:**

- Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 40 pounds.
- Hearing / Speaking: Effective communications with patients, staff and visitors.
- Standing: 10% of the workday
- Sitting: 60% of the workday
- Walking: 20% of the workday
- Lifting: 10% of the workday

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

**ACKNOWLEDGMENT**

I have read and understand my volunteer job description, and I have discussed my volunteer job requirements and responsibilities with my supervisor.

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

