

JOB DESCRIPTION

The Referral Coordinator's overall purpose of this job is to coordinate specialty care for Church Health patients with medical providers in the community. The process consists of scheduling appointments, communicating with patients and medical providers, documenting care coordination efforts, entering patient care notes and results into the EMR, and assisting patients that receive medical bills from volunteers.

RESPONSIBILITIES

- Collaborate with the providers to determine the appropriate sub-specialist, facility, or other external provider for each referral.
- Schedule appointments and communicate referral information with patients.
- Utilize positive and effective communication skills with external and internal providers, volunteers, patients, and clinic staff for arranging referrals.
- Facilitate the process to have bills adjusted/discounted for services that Church Health patients receive from services provided by volunteer physicians and practices in the community.
- Utilize positive and effective communication skills with external and internal providers, volunteers, patients, and clinic staff to carry out this function.
- Additional duties as assigned.

QUALIFICATIONS

- High School Diploma /GED required. BA or BS Degree preferred.
- Two years' experience with patient records or appointment scheduling process is preferred.

SPECIAL SKILLS & KNOWLEDGE

- Outstanding organizational and communication skills
- Knowledge of Microsoft Applications i.e., Excel, Word, and Power Point are strongly preferred.
- Detail oriented and self-motivated.
- Medical Background experience with the Tennessee Breast and Cervical program
- Excellent customer service skills