

Job Description: Patient Referral Specialist

Summary of Duties:

- Will coordinate all patient referrals at the request of the Providers.
- Will schedule all appointments necessary, coordinating with the patient and the outside providers/ subspecialists.
- Will notify patients of said appointments and give any instructions if needed.
- Will enter all referrals into the tracking system.
- Will track and record all clinic notes and referral information received from subspecialists.
- Will cross train and collaborate with the other members of the practice team
- Will follow practice policy and procedures.
- Will notify supervisor/managers of any adverse situations or conditions which might prevent or hinder successful task completion or satisfactory job performance.

Responsibilities:

1. Shall efficiently coordinate all patient referrals at the request of providers.
2. Shall appropriately schedule all appointments, coordinating with the patients and outside providers / subspecialists.
3. Shall efficiently notify the patient of said appointment and give any instructions if needed.
4. Shall proficiently enter all referrals into the tracking system following policy and procedures outlined by organization.
5. Shall proficiently track and record reports in the tracking system as they are received and create, update and maintain referral, subspecialist, insurance and other data bases as required by care coordination department or medical facility.
6. Shall be available for local and out of the area travel as required for job related training.
7. Shall attend all required meetings and functions as requested.
8. Shall cooperatively work with outside agencies to help patients apply for alternate resources when appropriate.
9. Shall successfully enter appropriate information into websites / data bases when assisting patients with applications.

10. Shall willingly and promptly cross train other practice teams members for the purpose of enhancing skill level and to assist with the timely coordination and completion of applications to assist with care.
11. Works harmoniously with other team members and accepts and completes other job duties as assigned.

Qualifications:

1. Demonstrates ability to work effectively with the public in a culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Displays ability to establish and maintain harmonious working relationships with the public and fellow co-workers.
4. Demonstrates ability to understand and follow oral and written instructions.

Requirements:

1. High School Diploma or equivalent.
2. Good computer skills including word processing and a basic knowledge of office procedures and business machines.
3. Knowledge of medical terminology, pharmaceuticals and EMR experience preferred.
3. Strong oral and written communication skills.
4. Ability to address sensitive issues in a confidential manner.
5. Adhere to the organizations policies including confidentiality.
6. Valid TN driver's license, good driving record.