JOB DESCRIPTION

POSITION: Referral Clerk
DEPARTMENT: Clinical Services / Referrals
REPORT TO: Supervising Referral Clerk
TIME/STATUS: Regular, Full-Time, Non-Exempt
BENEFITS: Full
UNION: Yes

POSITION SUMMARY:
The Referral Clerk position at Tiburcio Vasquez Health Center, Inc. (TVHC) plays a vital role in making timely linkages for patients in need of external referrals to specialty and follow-up services. The Referral Clerk performs a wide variety of duties and responsibilities in a manner that places emphasis on quality of care and customer service. The incumbent must work collaboratively with all Clinical services staff in support of direct patient services, exhibiting flexibility and a “can do” attitude. Patient services are the key priority in this position requiring the Referral Clerk to serve as a point of contact with other internal and external departments, all with the goal of fostering an environment which promotes patient comfort and trust. The position must exemplify the core values and mission of the organization, always exercising utmost discretion, diplomacy and tact in patient/staff interactions.

DUTIES AND RESPONSIBILITIES:
1. Performs general clerical duties in support of patient services according to the needs of the clinic and as directed by Clinical Services Manager, provider(s) and nursing staff. These include but are not limited to answering phones, photocopies, faxing, typing, completing forms, etc. Works with patient scheduling system to meet the needs of patients seeking referrals.

2. Works independently and collaboratively as part of a team to ensure the timely processing of patient referrals in accordance with level of priority based on provider’s notes in patient’s medical record. This includes making linkages between patients and service providers in an acceptable timeframe to ensure continuity of care.

3. In a detail-oriented manner, assists providers in filling out proper documentation for referrals/authorization as required by service provider(s). Ensures the timely faxing, sending, calling and confirming of referrals.

4. Assist patients in scheduling initial appointments as well as follow-up appointments. Completes necessary forms and assists patients in navigating through the paperwork and processes involved with making a successful referral.

5. Utilizing diplomacy and tact, assists patients in troubleshooting connections with external service providers in order to remove barriers to services, whether real or virtual. Handles all interactions with patients in a friendly customer-service and solutions-oriented manner.

6. Responsible for obtaining timely authorization from patients’ insurance carrier as needed.

7. Tracks all data from referrals into a computer data system. Provides ad-hoc reports to Clinical Services Manager and/or Medical Director on status for referrals upon request.

8. Follows-up with patients and/or outside medical facilities to determine if patient kept their scheduled appointment. Works with providers to address failed appointments in the interest of achieving best possible outcomes for patients.
9. Works collaboratively with other medical facilities, providers and community agencies to maintain up-to-date resource guides of facilities where patients are referred.

10. Provides administrative back-up support to Clinical Services Manager and/or Medical Director as assigned and as necessary for the smooth and efficient operation of the clinic.

11. Attends staff and medical meetings, as required.

12. Acts in capacity as interpreter, as needed.

13. Performs all duties and service in full compliance with TVHC’s Service Excellence Standards.

14. Performs all duties in support of successful EHR/EPM implementation.

15. Performs additional duties, as assigned by Clinical Services Manager and/or Medical Director and in support of quality assurance and improvement.

**QUALIFICATIONS:**

1. Excellent communication skills at level necessary for understanding patients and provider or supervisors instructions, and for accurately documenting patients’ medical information. Ability to effectively communicate with patient population and staff while demonstrating a high degree of diplomacy and tact.

2. Well developed verbal and written communication skills in English and Spanish required. Additional language abilities desirable.

3. Basic knowledge of medical terminology.

4. Beginner to intermediate computing and phone skills.

5. Position requires moderate physical activity such as sitting, traveling, walking, driving, bending, lifting, and computer usage.

6. Willingness to work evenings and/or weekends; demonstrates flexibility in regards to job duties and assignments.

7. Ability to multi-task and work effectively in a high-stress and fast-moving environment.

8. Culturally sensitive and demonstrated ability and effectiveness working with ethnically diverse populations.

9. Working knowledge of “Universal Precautions,” demonstrates professionalism at all times.

10. Possess a thorough understanding of the importance of confidentiality and non-disclosure according to the general standards set forth by HIPAA.

11. Valid California Driver’s License, insurance, and ability to travel as required to perform duties.

**EDUCATION AND EXPERIENCE:**

1. High school Graduate (or GED) required.

2. Minimum one year of medical office experience in comparable health setting.

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APPROVED: ___________________________________ DATE: ________________

Chief Executive Officer

APPROVED: ___________________________________ DATE: ________________

Board of Directors

I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

____________________________ DATE____________________

Employee Signature

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Print Name