**SUMMARY:**

This position will be responsible for specialty referral management, referral coordination, and patient scheduling in support of Compassionate Family Medicine’s (CFM) physicians, providers and their patients.

**DUTIES AND RESPONSIBILITIES:**

The primary role of the Medical Referrals Specialist is to support CFM’s physicians/providers in their effort to manage patient specialty referrals and to facilitate patient scheduling within the CFM’s selected specialty provider network and/or list of local community resource organizations.

* Receives incoming referral requests from CFMs physicians/providers.
* Verifies eligibility and reviews patient demographics.
* Researches, investigates and develops an understanding and expertise regarding the ability of CFM’s specialty provider network and how they meet the needs of CFM’s patients with specialty referrals requests.
* Engages patients by telephone to discuss referral requests and appointment needs when necessary.
* Coordinates referral requests with physicians/providers, specialty practices, community resource organizations and with other clinical consultants as appropriate.
* Schedules patient appointments by contacting specialty physician practices or scheduling directly in an electronic medical record (EMR) when appropriate.
* Confirms appointments and/or referrals with physicians/providers and their patients.
* Communicates with physicians/providers and their patients, as needed, regarding referral management expectations and guidelines.
* Supports the development of CFM’s specialty providers database, as well as community resource organizations, keeping contact information current and up-to-date.
* Assures that all necessary documentation and data collections occurs in a timely manner within the EMR system.
* Contributes to critical data capture, reporting and understanding.
* Supports other departmental team members to assure turnaround time expectations are met.
* Assists in the audit of physicians/providers referral management process and supports the development of effective referral management services for CFM.
* Respects patients by recognizing their rights; maintaining confidentiality.
* Communicates effectively with respect of differences in cultures, values, beliefs and ages, utilizing interpreters as needed.
* Maintains quality service by establishing and enforcing organization standards.

**QUALITY IMPROVEMENT ACTIVITIES**

**(*PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs*)**

* Collaborates with team members and assist patients by reviewing and responding to all individually assigned Triages/ Documents/ To-do’s daily.
* Referral Tracking – Following up on open referrals made within the system and/or obtaining information from specialist.
* Test-tracking – Following up on open orders (lab/imaging) made within the system and obtaining reports and reminding patients.
* Updates patient information as needed.
* Participates in quality improvement and utilization review activities
* Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.

**QUALIFICATIONS:**

* Associates’ degree (A.A.) preferred or High school diploma with 1-2 years related experience.
* Knowledge of medical terminology.
* Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
* Ability to understand and adhere to established policies, procedures, and protocols.
* Strong documentation skills.
* Ability to effectively communicate with people at all levels and from various backgrounds.
* Commitment to excellence and high standards.
* Excellent written and oral communication skills.
* Strong organizational, problem-solving, and analytical skills.
* Ability to manage priorities and workflow.
* Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
* Demonstrates good judgement with the ability to make timely and sound decisions.
* Bilingual skills a plus.
* Ability to understand and follow written and verbal instructions.

**PHYSICAL/MENTAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to do the following:

* Sitting for prolonged periods.
* Understand and respond to a diverse population.
* Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
* Interpret complex laws, regulations, and/or policies.
* Coordinate multiple tasks simultaneously.

**WORK ENVIRONMENT:**

* Works in a clinical setting where employee may be exposed to blood-borne and airborne pathogens or infectious materials.

**……………………………… ……...........…………………….**

**Medical Referrals Specialist Ted J. Triana, D. O.**

**………………………………**

**Signature**

**……………………………… ………………………………..**

**Date Date**