



JOB DESCRIPTION

Job Title: Referral Coordinator

Classification: Non-Exempt

Reports to: Registration Center Lead, Patient Access Manager

Supervisory Responsibilities: None

Summary/Objective: The Referral Coordinator will have excellent customer service and phone skills. This position is responsible for scheduling appointments for patients.

Major Responsibilities and Tasks:

1. Process inbound calls to schedule appointments for patients by phone.
2. Uses computerized system (Athena) to match physician/clinician availability with patient's preferences in terms of date and time.
3. Maintains scheduling system to ensure records are accurate and complete. Verifies that updates (e.g., cancellations or additions) are input into the master schedule daily.
4. Register or create a new Patient in the Athena system.
5. Documenting notes from inbound calls with the patients.
6. Verify patient information (e.g., DOB, address, phone number, insurance).
7. Conduct outbound calls to patients that who have not called in to schedule their appointments.
8. Process calls from the daily tickler reports.
9. Process new referrals into Athena.
10. Utilize a Provider Preference Guide to follow the Providers Preferences for appointments.
11. Transfer referrals and other patient information from Clarity into Athena.
12. Use customer service principles and techniques to interact with patients calmly and pleasantly.
13. Opportunity to cross trained in other scheduling departments; to be utilized to cover vacations and absences (shift premium).
14. Other duties as assigned.

Performance Requirements:

Knowledge:

- Knowledge of computer programs and applications.
- Knowledge of grammar, spelling, and punctuation to type from draft copy and review and edit reports and correspondence.

Skills:

- Skill in operating office equipment.
- Skill in handling paperwork/scanning/uploading adequately.
- Skill in handling incoming phone calls and transferring appropriately.
- Skill in written and verbal communication.

- Skill in gathering, interpreting, and reporting insurance information.

Abilities:

- Ability to type 60 words per minute using word-processing software.
- Able to learn/use other computer programs including Microsoft® Excel, e-mail, Internet.
- Ability to work effectively as a team member with physicians and other staff.
- Ability to flexibly respond to changing demands.
- Ability to organize and prioritize tasks effectively while multi-tasking.
- Ability to communicate clearly.
- Ability to work with little supervision.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Education:

High school diploma or GED.

Experience:

Minimum one year of experience in an appointment scheduling position, preferably in a medical practice setting.

Work Environment:

Work performed in an office environment, involves frequent contact with staff and patients. May require working under stressful conditions.

Physical Demands:

Manual dexterity for office machine operation including computer and calculator; stooping, bending to handle files and supplies, mobility to complete errands or deliveries, or sitting for extended periods of time. Stress can be triggered by multiple staff demands and deadlines.

I have read the Referral Coordinator Job Description and understand the functions of the position.

Employee's Signature: _____ **Date:**