

**Native American Community Clinic
Job Description**

REFERRAL COORDINATOR

JOB SUMMARY

The Referral Coordinator's primary roles are to manage a referral tracking system and assist patients in completing referred appointments. Perform software and EMR chart maintenance tasks. This position reports to the Medical Clinic Manager.

1. Manage patient referrals and rescheduling of missed appointments
2. Assist and education patient on referral process
3. Create and maintain list of preferred external providers and contact information in EMR
4. Complete required referral information, including clinical information
5. Maintain referral tracking system
6. Assist with creating and managing tracking and volume reports for referrals
7. Participate in performance improvement activities as assigned
8. Member of Health Care Home team
9. Position includes the following:
 - a. Collect, organize and maintain resource materials for patients
 - b. Represent NACC at community outreach events, including health screenings
10. Perform other job-related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

1. Computer skills including web browsing, excel, and EMR software
2. Excellent people skills; ability to work independently and as a team member
3. Understanding of HIPPA regulations, respect for patient confidentiality
4. Efficiency and attention to detail
5. Prepare, explain, educate and guide patients in preparation for exams, procedures and diagnostic tests
6. Prepare, explain, educate and guide patients in preparation for discharge, referral, follow-up and/or re-scheduling
7. Perform patient call-backs and follow-ups as needed

TRAINING AND EXPERIENCE

1. Certified Medical Assistant or other health care professional with 1-2 years clinical experience required
2. Experience in the Native American community preferred

Application Deadline: Please submit cover letter and resume by August 23rd, 2017