



JOB DESCRIPTION

Job title	<i>Medical Referral Coordinator</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Medical Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center, which provides compassionate, multi-lingual and culturally sensitive care to the communities of Chinatown, San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

Under the supervision of the Clinic Operations Manager, the Medical Referral Coordinator will collaborate with health center providers and other members of the health care team in facilitating referrals to specialists. The Medical Referral Coordinator is responsible in organizing all pertinent medical information, obtaining referral authorization from the various contracted referral agencies, maintaining and updating medical documentation, and tracking and facilitating the referral process. The Medical Referral Coordinator will also perform a variety of tasks associated with referral tracking to be compliant with Patient Centered Medical home (PCMH) requirements to ensure quality patient care and safety.

Duties and responsibilities

1. Overview of Responsibilities

- Screen and enroll clients in appropriate coverage/programs.
- Works in collaboration with medical care team to implement, and maintain an effective and efficient referral process.
- Follows guidelines to determine patient eligibility for referral authorization, i.e., Medi-Cal/Medicare status.
- Assemble information concerning patients' clinical background and referral needs. Per referral guidelines, provide appropriate clinical information to specialist.
- Contact Health Plans, IPAs, and insurance companies to ensure prior approval requirements are met. Present necessary medical information such as history, diagnosis, and prognosis.
- Assist patients in problem solving potential issues related to health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance).



- Be the system navigator and point of contact for patients, with patients having direct access for asking questions and raising concerns. May assume advocate role on the patient's behalf to ensure approval of the necessary supplies/services for the patient in a timely fashion.
 - Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
 - Coordinates specialty referrals per clinic protocol to all specialty consultants and/or ancillary health care services.
 - Maintains and tracks referrals by updating and contacting patients and specialty providers regularly.
 - Using excellent customer service by communicating appropriately to patients, colleagues and specialty providers in a timely manner.
 - Works in partnership with specialist or other care teams to provide consistent, quality care to our patients.
 - Regularly maintains, updates, and tracks all incoming referrals.
 - Maintains and monitor internal tracking system.
 - Ensures completion of referral process by obtaining authorization and consultant notes. Any additional communications between specialist and primary care provider will be assisted by the Medical Referral Coordinator.
 - Works with medical providers, specialists and medical care teams to coordinate care and provide appropriate referral follow-up.
2. Professional Development
- Ensure documentation and case notes are in compliance with contractual guidelines.
 - Persists in efforts to solve issues even with faced with internal barriers; takes personal responsibility for customer service outcomes; responds quickly and effectively to requests for assistance and support whether internal or external.
 - Collects, organizes, and analyzes information before making decisions. Takes a thoughtful approach when considering options; may seek supervision and/or input from others.
 - Actively models the highest ethical standards; is honest and accountable; maintains confidentiality and appropriate boundaries at all times; handles sensitive information and issues with discretion and tact.
 - Monitors status of projects and tasks; thoroughly deals with project details; delivers clear, accurate depiction of status.
3. General Office Support
- Establish a comfortable and welcoming environment for clients.
 - Provide receptionist coverage, when necessary



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- Attend weekly staff, committee, and other department meetings when requested.
 - Attend any necessary workshops or online trainings, as appropriate or required.
 - Available to participate in outreach activities or agency-wide events, as requested.
4. Perform other duties as assigned.

Qualifications

- Bachelor's degree in human services or equivalent (degree may be substituted with a minimum of three years' experience in human services area).
- Basic computer and Internet skills: MS Word, Excel and Power Point
- Detail-oriented, effective oral and written communication skills. Ability to interact with diverse population and develop good relations with individuals and families.
- Ability to establish and maintain effective working relationships with those contacted in the performance of required duties.
- Able to work independently, take initiative and work effectively while multi-tasking.
- Able to explain designated and specific regulations and procedures to clients.
- Bilingual in English and Chinese (Mandarin and/or Cantonese) or Spanish
- Available to work weekends if needed.
- Valid California Driver's license.
- Previous experience in government program eligibility and screenings preferred.

Direct reports

Director of Operations