

Escambia Community Clinics, Inc.
501 Church Street
Century, Florida 32535
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POSITION ANNOUNCEMENT

Job Title:	<i>Referral Specialist - Century Peds</i>
Reports To:	<i>Site Manger</i>

Job Purpose

The Referral Support Specialist provides direct support to the Nurse Manager, Director of Quality Assurance and the Referral Support staff to ensure tracking and monitoring of all referrals generated through the Physician Support Team. This position may be required to provide one-to-one assistance as deemed necessary to assist patients in successfully completing the referral process. The Referral Support Specialist is under the daily supervision Nurse Manager.

Essential Functions

- Manages, tracks and monitors (documents and records) all patient referrals such as specialty referrals, ancillary/diagnostic testing;
- Manages a “Referral Log” in order to continuously monitor referral status;
- Provides one-to-one assistance to patients (as needed) in completion of necessary paperwork;
- Conducts follow-up contact with patient/referral source to ensure that Provider receives accurate and timely reports;
- Provides administrative support as needed to the Nurse Manager and Director of Quality Assurance;
- Provides support to the Referral Specialists as directed by the Nurse Manager and/or Director of Quality Assurance;
- Coordinates with insurance companies as needed to complete referrals;
- Actively work with specialist groups and/or organizations to provide adequate clinical summaries and obtain any necessary authorizations to complete the referral;
- Communicate with Physician Support Team Physician/Provider on status of referral and submit consultation reports, progress notes, testing results, etc. to physician/provider for review;
- Coordinates and manages all Physician Support Team WeCare Referrals by assisting patients with presumptive applications to expedite referral, gather and submit to the Health Department all necessary diagnostic testing results, actively communicate with the Health Department on submission of application and tracking of referrals.

- Collaborate with other health care providers and provides education and/or instruction to patients and/or significant others (while in compliance with HIPAA);
- Initiates or assists in clinic codes and CPR as required;
- Participates in clinic educational programs as requested;
- Remains abreast of current practices and trends as they relate to patient care;
- Performs documentation and data collection with a high degree of accuracy;
- Documents patient records according to ECC policies and completes clinical notes in a timely and accurate manner;
- Follows Universal Precautions and OSHA guidelines.
- Participates in product evaluations and submits reports and recommendations, when appropriate;
- Documents the initiation of all referrals within 24 hours and follow-up outcome of referrals within 72 hours in the appropriate tracking system (i.e. E-File Share, Spread Sheets). Provides the Team and Provider with updates on referrals;
- Provides an environment conducive to safety for patients, visitors and staff;
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Able to independently seek out resources and work collaboratively;
- Able to communicate clearly with patients, families, visitors, healthcare team, physicians, administrators, leadership and others; able to teach patients and families in accordance with the nursing plan of care;
- Able to use sensory and cognitive functions to process and prioritize information, treatment, and follow-up;
- Able to record activities and document interventions;
- Able to use computer and learn new software programs;
- Proficient oral and written communication skills;
- Ability to handle difficult situations tactfully;
- Knowledge of basic computer skills;
- Ability to communicate with co-workers and various business contacts in a courteous and professional manner;
- Must be dependable;
- Must be able to remain calm during busy times and be able to function efficiently under stress;
- Good organization and time management skills;
- Pleasant, courteous and respectful mannerism and displays professional attitude on the telephone and with patients and staff.

Working Conditions

- Works under immediate supervision of the provider or the Nurse Manager.

- Hours of work as assigned and in accordance with clinic policy and need. May be required to work overtime, Holidays and weekends for effective operation of the clinic.
- There is exposure to blood, body tissue, and fluids with occasional exposure to hazardous and infectious disease(s).
- Continuous exposure to latex, plastic and/or materials which are used for personal protective equipment.
- Prolonged standing and walking or sitting.
- May need to float to other service delivery sites and provide cross coverage as needed.
- Provide coverage for other team members as needed.
- Rotate weekend coverage and back up coverage for Urgent Care.

PHYSICAL REQUIREMENTS

The individual must be able to traverse throughout halls, stairways, and patient exam rooms in response to clinic emergencies. This position requires the ability and use of telephones, computers and other common office equipment needed to perform the essential functions of the position. In the event there is a need to evacuate the building, heavy lifting may be required to assist patients to safety.

PROFESSIONAL CHARACTERISTICS

- **Behave ethically:** Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and align with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve problem.

MINIMUM REQUIREMENTS

- Minimum one-year experience in a medical setting working with a diverse patient population;
- Two professional references from current/former supervisors preferred;
- Ability to deal with stressful situations;
- Knowledge of medical and technical terms used in reporting and documentation;
- Familiar with clinic rules and policies;
- Communicate with diverse individuals via telephone or in person;
- Computer literate.