St. Croix Regional
Family Health Center

Referral Specialist

Department: Medical
Effective date: 08/21/2024
Reports to: Quality Improvement Manager
Reviewed/Revised: 11/20/2025

SUMMARY OF FUNCTIONS: The Referral Specialist will facilitate outbound patient referrals to specialty care or to providers of services otherwise not available at SCRFHC.

MAJOR DUTIES AND RESPONSIBILITIES:

1) Receive, process, and send patient referrals from in-house providers to specialty providers.
2) Faciliate and process external referrals into SCRFHC service lines.
3) Coordinate with providers and staff to facilitate a timely and efficient transition of care.
4) Ensure complete and accurate documentation and insurance information is sent to receiving provider.
5) Provide effective communication to patients and provide education on outcome of their referral.
6) Maintain and update patient records with referral information and outcomes.
7) Develop and maintain relationships with internal and external providers.
8) Perform administrative tasks related to referral process, such as generating reports, analyzing referral patterns, and identifying opportunities for process improvement.
9) Duties as assigned relevant to the SRFHC referral process.
10) Develops and sustains positive working relationships with SCRFHC team.

EXPERIENCE AND/OR EDUCATIONALREQUIREMENTS:

High School diploma required. Post-Secondary School preferred. Prior healthcare referral experience or similar role is preferred. Strong customer service focus. Works effectively independently and within a team environment. Strong verbal and nonverbal communication skills. Proficient with computer systems.

I have read this job description, responsibilities, qualifications and expectations as presented. I attest I can perform the essential functions of the job, with or without reasonable accommodation.

Employee: _____ _____
Print Name Signature/Date

Supervisor: _____ _____
Print Name Signature/Date