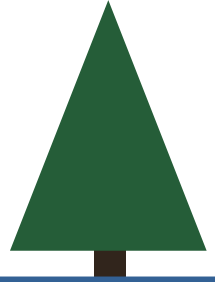




# St. Croix Regional Family Health Center



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## REFERRAL SPECIALIST - HYBRID SCHEDULE

Department: Medical  
Reports to: Executive Assistant  
Effective date: 08/21/2024  
Reviewed:

### **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) Coordinate with providers and staff to facilitate a timely and efficient transition of care.
- 3) Ensure complete and accurate documentation and insurance information is sent to receiving provider.
- 4) Provide effective communication to patients and provide education on outcome of their referral.
- 5) Maintain and update patient records with referral information and outcomes.
- 6) Develop and maintain relationships with internal and external providers.
- 7) Perform administrative tasks related to referral process, such as generating reports, analyzing referral patterns, and identifying opportunities for process improvement.
- 8) Duties as assigned relevant to the referral process.

### **EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:**

- 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.