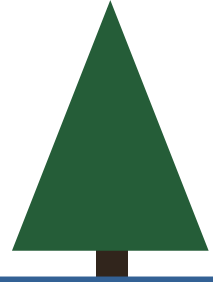




St. Croix Regional Family Health Center



REFERRAL SPECIALIST/QUALITY ASSURANCE AUDITOR

SUMMARY OF FUNCTIONS: The Referral Specialist/QA Auditor will ensure the completeness and accuracy of all medical records involved in the referrals process. Additionally, as assigned by the QI Manager, the incumbent will also facilitate outbound patient referrals to specialty care or to providers of services otherwise not available at SCRFHC.

MAJOR DUTIES AND RESPONSIBILITIES:

- Review medical records for complete and thorough documentation necessary for the referral process.
- Follow up with Providers and ancillary services as needed according to chart review findings.
- Communicate chart audit findings and actions with Referrals Team.
- Receive, process, and send patient referrals from in-house providers to specialty providers.
- Coordinate with providers and staff to facilitate a timely and efficient transition of care.
- Ensure complete and accurate documentation and insurance information is sent to receiving provider.
- Provide effective communication to patients and provide education on outcome of their referral.
- Maintain and update patient records with referral information and outcomes.
- Develop and maintain relationships with internal and external providers.
- Perform administrative tasks related to referral process, such as generating reports, analyzing referral patterns, and identifying opportunities for process improvement.
- 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.