



HARDIN COUNTY REGIONAL HEALTH CENTER

## Lifespan Health Center Job Posting

**POSITION:** Referral Clerk (2 positions available)

**REQUISITION:** #1269

**LOCATION:** Florence Rd.

---

**Posting Date:** 5/7/24

**Expiration Date:** open until filled

**Department:** Operations

**Salary Range:** Dependent on Exp. & Ed.

**Reports To:** COO

**Status:** Non-Exempt

**Position Hours:** Monday- Friday 8:00am-5:00pm w/required lunch break

---

**POSITION SUMMARY:** Under direct and indirect supervision, the Referral Clerk receives and processes requests for a referral to a medical specialist for medical services or testing. The Referral Clerk reviews and compiles referrals based on insurance plan policy stipulations or patient preferences. The Referral Clerk communicates appropriate benefit information to patients and/or providers as needed. The Referral Clerk accurately logs and tracks referrals and patient appointment compliance.

**ESSENTIAL DUTIES/RESPONSIBILITIES:**

1. Answers telephone in a courteous and professional manner, address questions and directs calls.
2. Ensures confidentiality and provides needed information as directed.
3. Schedules patient appointments based on referral requirements.
4. Obtains authorizations as deemed necessary by insurance plan provisions.
5. Utilizes the electronic medical record to respond to referral requests. The note will include patient appointment date, time, location, physician, authorization number etc.
6. Maintains log of all referrals and ensure that appropriate follow up action is completed.
7. Ensures receipt of report from specialist, test result, etc.
8. Performs other necessary duties as required by the health center to meet the goal of providing primary health care services.
9. Collaborates with other staff to achieve improved patient care & outcomes as well as patient experience.
10. Participates in team meetings and huddles as deemed necessary as well as activities of Patient Centered Medical Home (PCMH) directly or indirectly.
11. Obtains and tracks the receipts of results for radiology tests/studies, specialist appointments, and/or other ancillary tests.

**SPECIFIC DUTIES/RESPONSIBILITIES:**

1. Responds to e-mail and telephone requests daily.
2. Notifies patient and referring provider of completion of the referral and associated appointment.
3. Mails or faxes medical records as appropriate, prior to patient appointment.
4. Maintains HIPAA standards.
5. Maintains current knowledge of changes in requirements and meet those needs.
6. Demonstrates awareness of age specific, cultural, and spiritual practices of patients, staff, and visitors.
7. Understands the functional status and physical needs of patients, staff, and visitors.

**EDUCATION/EXPERIENCE:**

1. High school diploma or equivalent.
2. Up to three years medical office experience, preferably in a medical setting.
3. The ability to use current office machines, including word processors.
4. The ability to communicate effectively in person and on the telephone with other staff, the public, the patients, and the medical staff.
5. Current, valid driver's license and proof of auto insurance.

**TO APPLY:**

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please bring a current resume to any Lifespan location.

***EQUAL OPPORTUNITY EMPLOYEE***

*It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.*