



## **Referral Coordinator**

**Job ID:** 225996

**Pay Grade: 7 | Reports To:** Practice Manager, Strong Internal Medicine

### **Position Summary:**

Part of the General Medicine Division at URM, Strong Internal Medicine's (SIM) purpose is to help its diverse patient's live full and healthy lives. SIM is a large, busy, academic primary care practice located at Strong Memorial Hospital. SIM cares for over 11,000 patients and completes over 30,000 office visits per year. SIM is a leader in innovation to improve the quality of health care.

A critical member of our collaborative care team, the Referral Coordinator acts under general direction and uses sound judgement to coordinate specialist and testing referrals for patients while always demonstrating our organizational purpose and values.

### **Work Hours:**

Full-time, Monday through Friday.

### **Responsibilities & Duties:**

**The Referral Coordinator accurately and efficiently performs the following duties as well as others as requested:**

In processing referrals for receiving providers as well as prescribing providers, prioritizes referrals by following and applying standard policies, procedures and practices. Employs multiple tracking mechanisms to ensure all referral approvals and that patient receives their appointment in a timely manner ensuring patients are always cleared for their appointment prior to their arrival. Enters progress notes and other pertinent information into the electronic medical record based on application of practices and procedures.

Specific blend of referral duties may vary depending on the department structure and business needs:

#### **Receiving Provider**

- Reviews referrals to confirm or obtain insurance authorization. If no authorization, returns referral to referring provider's office via electronic medical record system.
- Identifies, by applying knowledge of provider sub-specialties, the appropriate provider with whom to make an appointment.
- Schedules required ancillary services needed to prepare for appointment. Follow up with patient to ensure completeness.
- Explains whether provider participates with patient's insurance and if not, describes options for payment.
- Conveys instructions to patients for appointment by applying the appropriate protocol. Enters scheduled appointment information into electronic medical record for referring provider office to view.

**Referring/Prescribing Provider**

- Assembles, from multiple tabs within the electronic medical record, the necessary details to identify what referral is ordered for patient.
- Determines if preliminary testing (i.e. Imaging) is needed based on office practices and procedures and is responsible for explaining to patient, assisting with scheduling and for completeness prior to office visit.
- Anticipates, gathers and sends information to insurance carrier and/or provider needed for obtaining referral or prior authorization for required preliminary testing.
- Completes the referral request in the electronic medical record system once the patient has been seen by entering a new status as closed.

**NOTE: This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as required.**

**Qualifications:**

Associate's degree in medical, secretarial or related field and a minimum of three years of relevant experience required; or an equivalent combination of education and experience. Medical Terminology, experience with surgical/appointment scheduling software and electronic medical records preferred. Demonstrated customer relations skills.

**To Apply:**

Current University of Rochester employees: apply through HRMS.

Non-University of Rochester employees:

1. Go to the [UR Careers Page](#).
2. Under Job Search, select All Other Openings.
3. In the Search Jobs box, enter the Job ID at the top of this posting.
4. Select the posting.
5. Select Apply for Job.

**Both: Please include a cover letter that tells us how you would contribute to our Purpose and Values.**