



**Position Available:** Referral Coordinator  
**Status:** Full time, non exempt (40 hours per week)  
**Salary:** Based experience and qualifications  
**Location:** Akron Ohio

**Job Purpose:** Performs clerical and patient, providers and staff support duties for the International Community Health Centers (ICHC). Under the direction of the Clinic Management and providers, performs Protected Health Information related duties that is consistent with HIPPA. Upholds quality standards and supports the mission of ICHC.

**Job Duties:**

- Tracks clinician referrals and obtain consultants progress notes. Collaborates with medical assistants or practice coordinator for process facilitation. Alerts clinical staff patient noncompliance and works with clinic staff to complete these referral requirement defined by providers. Responsible for uploading electronic notes into EPIC and forwarding to providers to review.
- Tracks radiology referrals and results. Collaborates with medical assistants or practice coordinator for process facilitation. Alerts clinical staff patient noncompliance and works with clinic staff to complete these referral requirement defined by providers. Responsible for uploading electronic reports into EPIC and forwarding to providers to review.
- Communicates with patients (and /or bilingual caseworkers if needed) to inform them of appointments, make appointments as needed, coordinate transportation and reminder calls.
- Creates monthly referral report for Management Team and Quality Management team to review.
- Scans paper form medical records to the corresponding encounters, such as outside medical records, lab results that are not integrated to EPIC, EKG, podiatry progress notes.
- Assists with clinical support staff if needed to ensure Pre-authorizations are obtained in timely
- Files away the paper forms to patients' folders once faxing is completed by PSR.
- Maintains patient medical record that is consistent with HIPPA law and policies. Protects patients' rights by maintaining confidentiality of personal and financial information.
- Responds EPIC in-basket messages.
- Contributes to team effort by accomplishing specific duties as needed (e.g. interpretation).
- Participate in trainings to include clinic's electronic health records system(EPIC), continuing education for medical terminology, health topics, etc.)
- Works in the capacity of team to promote excellent patient experience and seamless patient care.

**Skills/Qualifications:**

- Preferred: Multi-lingual -Fluent in both English and a 2<sup>nd</sup> language –but not required
- Minimum High school graduate, prefer some college or vocational school
- Experience with health center/clinic and EHR/PMS preferred. EPIC is especially helpful
- Computer skills: Word processing, Familiar with databases (e.g. Excel) and data entry

- Ability to work with different ethnic groups and nationalities
- Multi-tasking,
- Flexibility,
- Telephone Skills,
- Customer Service, ability
- Organization, Attention to Detail, Scheduling,

### **CONTACT**

Please send cover letter and resume to HR Manager ([HRManager@asiaohio.org](mailto:HRManager@asiaohio.org)). Visit [www.asiaohio.org](http://www.asiaohio.org).

**No phone calls please.**

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*Women, minorities, and disabled are encouraged to apply.*