



JOB DESCRIPTION: DENTAL REFERRAL COORDINATOR
EMPLOYEE CLASSIFICATION: Non-Exempt /Full-time
REPORTS TO: SUPERVISES: Health Information Coordinator
SUPERVISORY DUTIES: None

Position Summary: The Referral Coordinator expedites the administrative requirements for patient referrals, ensuring that appropriate referrals are made to participating providers within the patient's health plan. They will obtain appointments for Specialist visits. They will notify patients of appointments and address any barriers. This position requires being a resource regarding referrals and insurance plan guidelines. The ability to interpret dental guidelines, benefits, policies, and procedures are required to support and expedite the referral process.

Responsibilities and Essential Functions:

- Work cooperatively with Clinic providers and personnel to accomplish all goals and objectives of Katy Trail Community Health
- Responsible for patient referrals to specialists. Referral goals for scheduling are as follows: 24 hours for a high priority or 72 hours for a low priority. Referral goals for following up with facilities that schedule with the patient directly are as follows: 5 days for a high priority or 7 days for a low priority. The referral coordinator must document on going progress of each and every referral.
- Responsible for patient referrals for diagnostic testing. Referral goals for scheduling are as follows: 24 hours for a high priority or 72 hours for a low priority. Referral goals for following up with facilities that schedule with the patient directly are as follows: 3 days for a high priority or 5 days for a low priority. The referral coordinator must document on going progress of each and every referral.
- Maintaining contact with each patient to give status of referral.
- Monitor turnaround time for referrals in order to identify and follow up on any that have exceeded the allotted time frame.
- Monitor and process prior authorizations for internal KTCH dental services in a timely manner.
- Keep abreast of all referral workflows and act as back up for the medical referral specialist
- Maintain a positive, working relationship with all of the care teams through Katy Trail Community Health.
- Keep work area neat and organized for proper completion of work tasks.
- Participate in Continuing Education as required by supervisor or state or federal guidelines.
- Perform related work as required, including, but not limited to, assisting, and fulfilling reception duties as needed.
- Performs at established quantitative and qualitative work standards to meet departmental goals and objectives.
- Presents a courteous and helpful demeanor, to all patients, visitors, and other staff members or any other person an employee encounters while representing Katy Trail Community Health
- Promotes quality improvement, staff and patient safety, and culturally diversity through department operations and by personal performance.
- Maintain current knowledge related to applicable statutes, regulations, guidelines and standards necessary to perform job duties
- Ability to adapt to change.
- Maintain an above average attendance record.
- Perform other duties as assigned. Duties may be reassigned and/or change during state of emergencies to meet business needs.

Minimum Qualifications:

- 3-5 years clinical setting experience in a dental practice.

- Excellent attendance record
- Demonstrate computer skills, word processing.
- Demonstrate ability to organize and categorize.
- Demonstrate well developed written and oral communication skills with ability to interact with providers and third parties, including ability to utilize tact and sensitivity to timing in personal transactions.
- Excellent Customer Service Skills with patients and coworkers, including but not limited to, exercising empathy exercising active listening skills, and meeting special needs in a timely manner.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Must be able to see, hear, read, write, kneel, stand, sit and lift up to 25 lbs.
- Must be able to handle stressful situations.
- Possess cognitive skills necessary to understand medical terminology.
- Always maintain professional appearance and attitude.
- Must maintain patient confidentiality at all times and adhere to HIPAA, HITECH, and OMNIBUS ruling, prepare reports timely and accurately as requested

OSHA Bloodborne Pathogen Exposure:
Category II

JOB CLASS

The Center reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

I have read and understand the job description.

Employee Signature

Approved: _____

Supervisor Signature Date

EMPLOYEE ACKNOWLEDGEMENT

I understand that in the course of my employment with Katy Trail Community Health, Inc., I may have access to or become aware of confidential medical/wage/disciplinary and/or personal information concerning patients, families, and/or co-workers at the sites operated by Katy Trail Community Health. I understand that this information has been obtained and recorded for the purpose of the patient's medical treatment and/or personnel documentation, etc. I agree that I will use this information only for the purpose of my job responsibilities and that under no circumstances will I disclose any information about any patient or co-worker to any unauthorized person.

I also understand that any violation of this policy may be grounds for termination of my employment with Katy Trail Community Health.

Employee Name (Printed) Employee Signature

Date