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www.riFreeClinic.org

POSITION DESCRIPTION

TITLE: Referral Coordinator
REPORTS TO: Practice Manager
SALARY: Full Time
DATE: August 2023

POSITION SUMMARY

Referral Coordinator: Reporting to the Practice Manager and working closely with the Volunteer Medical & Associate Medical Directors, the RC is a strategic partner to further our model of high quality, community-based healthcare services for uninsured, low-income adults whom we serve. The Referral Coordinator (RC) is responsible for the processing and coordination of patient referrals and is an avid participant of the patient care team. The RC assists providers and patients when necessary with the referral process for specialty care, diagnostic services, and social series to ensure continuity of care. Bilingual Spanish/English required. Salary Range: \$35,000 to \$40,000.

RESPONSIBILITIES

Ensure patients receive appropriate level of service that is coordinated and culturally appropriate. Complies with all mandatory trainings.

Maintain ongoing tracking and appropriate documentation on referrals.

Be the navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns regarding their referrals.

Review details and expectations about the referral with patients.

Remind patients of their approved specialty appointments via mail or phone.

Ensure that patient's primary care chart is up to date with information on specialist consult reports.

Be flexible, organized, and function under stressful situations.

Follow and adhere to Rhode Island Free Clinic policies.

Other responsibilities as defined by the supervisor.

QUALIFICATIONS

1. Must be bilingual in English and Spanish with effective verbal and written communication skills
2. Knowledge of Electronic Health Record System preferred; Basic computer skills
3. Must be attentive to detail, cooperative, punctual, dependable, and be receptive to new ideas

4. Takes initiative to affect positive outcomes
5. Strong customer service focus
6. Effective verbal and written communication skills
7. Team oriented
8. Organized and able to manage competing priorities
9. Resourcefulness in problem solving and good judgment
10. Able to take and follow through with delegated tasks and accountability
11. Ability to maintain patient confidentiality and adhere to HIPAA regulations
12. Treat all patients and colleagues with dignity and respect.
13. Ability to work with diverse populations
14. Flexibility with schedule

ORGANIZATION DESCRIPTION

Rhode Island Free Clinic (www.riFreeClinic.org) provides free comprehensive primary health care to uninsured, working poor, and low-income adults; and, serves as an educational site for trainees in health care fields. Care is provided through a dynamic statewide network of volunteer medical professionals working with academic, medical, and community partners, leveraging robust health care resources with a vitality that is unmatched in Rhode Island. In 2022, the Clinic mobilized nearly 456 volunteers and community partners to provide over 9,928 patient visits to underserved adults, and over 5,700 hours of training for students in health care fields.

Employee

Date

Supervisor

Date