

SUMTER

FAMILY HEALTH CENTER

Caring For Our Community's
Health and Well Being

JOB POSTING

Referral Specialist

Job Summary:

The Referral Specialist is responsible for processing referral requests following Center guidelines, and for providing courteous and professional assistance to patients and their families.

- Completes referrals in an accurate and timely manner.
- Demonstrates superior customer services skills, including but not limited to:
 - Interacts with all internal and external customers in a caring and respectful manner.
 - Answers telephone, responds to messages/inquiries and routes calls in a timely and polite manner.
 - Communicates with patients and their families in a courteous, professional, cooperative and mature manner both in-person and over the telephone.
- Prioritizes Providers' orders for diagnostic testing and referrals.
- Obtains insurance authorizations for referrals, including radiological or other outside testing.
- Schedules referral appointments and verifies that the patient has received all recommended aspects of care, as directed by the Provider, prior to the appointment.
- Utilizes established documentation system for tracking referrals related to specialty services, and notifies the referring Provider if patients do not adhere to the recommended plan of care and/or follow-through with referral appointments.
- Educates patients regarding the requirements of their selected health care plan, and acts as a liaison between the referring provider, patient, provider specialists, and health plans, and works to establish rapport with all patients via an effective, hands-on communication style.
- Remains up-to-date on referral authorization processes.

Qualifications:

High School Diploma or equivalent required. Associates Degree in Business Administration, plus a minimum of one (1) year experience in a medical office setting required; an equivalent combination of education and/or experience will be considered. Bilingual English/Spanish ability preferred. Excellent written and verbal communication skills required. Computer knowledge and typing skills required. Must be able to relate to a variety of people at different developmental levels. Must possess the ability to prioritize tasks and manage time efficiently.

Schedule and Benefits:

Full-time position with Monday- Friday dayshift schedule. Comprehensive benefits package including health, dental, vision and life insurance, as well as paid time off and holiday pay.

How to Apply:

If you are interested in applying, please download and print an application from our website:

www.sumterfhc.com. Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150