

FLORIDA COMMUNITY HEALTH CENTERS, INC.

EMPLOYEE PERFORMANCE EVALUATION/JOB DESCRIPTION

| | | |
|--|---|-------------------------|
| Employee's Name: _____ | Position Title: <u>Referral Specialist/MA</u> | |
| Location: _____ | Review Date: _____ | Anniversary Date: _____ |
| Reason for Appraisal: <input type="checkbox"/> Introductory Period <input type="checkbox"/> Annual <input type="checkbox"/> Special Appraisal | | |
| Performance Measures: Satisfactory – Performance is acceptable. Does the work that is required. (i.e., Is reliable regarding following instructions and meeting deadlines. Works with minimal supervision.) Unsatisfactory – Performance is below an acceptable level. (i.e., Quality and/or quantity of work is less than what is required by the position. This person needs additional supervision.) <i>Supervisors must write a narrative in the comments section regarding exceptional and unsatisfactory items.</i> | | |

Title: Referral Specialist/Medical Assistant

Report To: Nurse Manager

ADA: Full-time position. Ability to sit and/or stand periodically during workday and lift up to 20 lbs., when necessary. Computer data entry a portion of job duty.

OSHA: Must adhere to universal precautions, to include blood borne pathogen protection at all times.

Job Summary: The Referral Specialist/Medical Assistant is responsible for coordinating and completing referrals ordered by FCHC providers, acquiring and verifying third party information for referrals, obtaining and arranging referral appointments, tracking referrals. Secondary responsibilities: Responsible for obtaining and entering registration data, acquiring and verifying third party information, collection of patient monies due and outstanding, and keying and balancing payments and encounters.

Referral Specialist – Primary:

1. Coordinate all aspects of completing referrals ordered by FCHC providers (i.e., obtain pre-op authorizations and insurance authorizations.

Satisfactory Unsatisfactory

Comments: _____

2. Contact patients once authorization obtained.
 Satisfactory Unsatisfactory
Comments:

3. Arrange referral appointments ensuring proper paperwork is given to patient for appointment per orders (i.e., labs, x-rays, comp notes).
 Satisfactory Unsatisfactory
Comments:

4. Track referral “no shows”, in the medical record and bring to the attention of the ordering physician.
 Satisfactory Unsatisfactory
Comments:

5. Maintain communication with the provider and patient regarding the most appropriate specialist to refer to in each case.
 Satisfactory Unsatisfactory
Comments:

6. Maintain specialty provider list including payor sources they accept.
 Satisfactory Unsatisfactory
Comments:

7. Input referrals into HealthPro tracking system and generate referral form.
 Satisfactory Unsatisfactory
Comments:

8. Make appropriate notations in the medical record and bring to the attention of the ordering provider and/or clinical coordinator any problems regarding obtaining referrals including:
 - a. Obtaining authorizations from third party payors.
 - b. Making appointments with a specialist.
 - c. Patients refusing a referral.
 - d. Patients not showing at a referral appointment. Satisfactory Unsatisfactory
Comments:

Medical Assistant - Secondary:

1. Intake of patients: screen patients by asking chief complaint, obtains health history of patients and take vital signs, weight, height, vision testing and other procedures as directed by supervising provider and clinical coordinator, RN/LPN. Record findings in patient medical record.
 Satisfactory Unsatisfactory

Comments:

2. Provide assistance to nurses, and providers as directed.
 Satisfactory Unsatisfactory

Comments:

3. Assist in keeping examining rooms and work areas clean, orderly and stocked, including disinfecting exam tables between patients.
 Satisfactory Unsatisfactory

Comments:

4. Prepare and administer injections as directed by an RN/LPN or provider.
 Satisfactory Unsatisfactory

Comments:

5. Perform and mount EKGs.
 Satisfactory Unsatisfactory

Comments:

6. Assist in laboratory procedures as directed.
 Satisfactory Unsatisfactory

Comments:

7. Perform assignments in accordance with nursing policy and procedure manual.
 Satisfactory Unsatisfactory

Comments:

8. Performs in-house waived testing, after they are quality controlled, which may include some or all of the following: pregnancy tests, hemocue/Hemoglobin, glucometer, urine dip, hemocult-stool, oraquick, or throat swab. Each test will be done according to directions/procedure and results logged in patients medical record.
 Satisfactory Unsatisfactory

Comments:

Minimum Qualifications:

1. High school diploma or equivalent.
2. Proof of satisfactory completion of an approved medical assistant program or nursing assistant program; or
One (1) year of experience in a medical related field.
3. Registered and Certified Medical Assistants must maintain current RMA/CMA certification.
4. Current CPR certification.

Skills and Abilities:

1. Ability to maintain confidential information.
2. Interest in and ability to work with people of all socio-economic conditions.

This job description is not intended to be all-inclusive, and employee will also perform other reasonable related business duties as assigned by immediate supervisor.

*** This organization reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.**

I have read, discussed and fully understand the above position job description.

Employee Signature/Acknowledgment

Date

Supervisor's Signature

Date

Chief Executive Officer
10/00, Rev. 11/00, 10/03, 7/05, 6/10, 12/11

Date