Reputable Community Healthcare Clinic seeks Medical Records Referral Coordinator
Join an organization which is respected and well loved by the Community we serve!

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients’ live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC’s Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

AMC is currently seeking a Full Time Medical Records Referral Coordinator to join our team and organization.

What you will do at AMC:

The Medical Records Referral Coordinator (MRRC) is a team based, non-clinical position for Alliance Medical Center by serving AMC’s mission in a culturally competent manner. Acts as a Patient Advocate and provides the highest level customer service care to the Clinic’s diverse communities. The MRRC compiles, processes, and manages health information records by ensuring patient records remain accurate, complete, current, confidential, and compliant with federal and state regulations, HIPAA, and AMC policies and procedures. The MRRC is responsible for the maintenance, filing, and updating of all patient records for Alliance Medical Center. Coordinates referrals of clinic patients to specialist physicians; requires interaction with physicians, insurance companies, and patients.

Responsibilities will include:

- Assigned to a care team, providing any outstanding medical record and/or referral reports as required for care-team;
- Assembles and reviews content of medical records into established order for scanning;
- Receives, scans, and indexes including but not limited to lab results, imaging, electrocardiograms (EKGs), and consultations of medical/hospital reports into EMR. Routes report to Provider for review; faxes referrals and records as requested by outside medical practices;
- Process and fulfills all medical records requests including but not limited to direct patient, hospital, transfer of care, subpoenas, etc. Ensures all requests are entered into EMR and tracked accordingly;
- Works with third party vendor to fulfill the medical records and subpoenas within legal timelines;
- Recalls patients charts from storage as needed for provider review;
- Follows up with hospitals and doctors’ offices for patient information requests needed for AMC appointment;
- Responsible for entering and tracking all internal and external referrals using the EMR referral tracking module;
Ensures patients receive the referral services they require and that the ordering provider receives a consultation note from the specialist;

Monitors and works the various referral ques including but not limited to internal, external and incoming based on priority assigned by Provider such as Routine, Urgent, and/or Emergency;

Checks on insurance/funding status of Provider and contacts insurance company for prior authorization for treatment;

Contacts and notifies patients of a referral placed by AMC’s Provider and coordinates the appointment as needed;

Notifies patients of referral appointment and sends referral information;

Closes out referral case upon completion of referral;

Notifies AMC’s EMR department to add or delete a Specialty Provider from EMR ‘Provider Finder’ preference list;

Perform various clerical duties in order to complete assigned tasks (i.e. photocopying, scanning, maintaining logs, reviewing source documents, etc.);

Resolves problems and inconsistencies with data, performs limited data analysis and prepares and generates various reports as directed by the Supervisor;

Adheres to the Referral Services and Medical Records Policies and Procedures;

Complies with all regulations of HRSA & PCMH standards;

May provide support to other non-clinical departments including but not limited to Member Services;

Other duties as assigned.

The Medical Records Referral Coordinator at Alliance Medical Center has the following qualifications and skills:

- High school diploma or general education degree (GED), required;
- 1-2+ years’ work experience in an Inpatient/Outpatient medical/dental/behavioral health setting in a Call Center or Receptionist position, preferred;
- Ability to effectively present information and respond to questions and requests from patients, co-workers, and others as necessary, required;
- Bilingual Spanish, required;
- Basic Math skills, required;
- Basic computer skills including typing, internet and web application, MS Office (Word, Excel and Outlook), EMR skills, required;
- Understanding of medical terminology and medical records procedures and techniques preferred;
- EPIC EMR knowledge, preferred;
- FQHC work experience, preferred;

To apply:

Email resume to hr@alliancemed.org with title of position in Subject.

AMC is a EOE

Local Candidates only.