



***Reputable Community Healthcare Clinic seeks a Bilingual 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 and specialty medical care, behavioral health and dental care within a broad array of services - including prenatal, 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. We love what we do and continually strive to provide the best services our patients demand.

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!

**What you will do at AMC:**

The Bilingual Referral Coordinator provides referrals of our patients to specialists and communicates patient care requirements with external physicians and insurance companies.

**Some of the duties include:**

- Receives charts from Providers/Care team on daily basis, prioritized based on urgency.
- Checks on insurance/funding status of patients and contacts insurance company for prior authorization for treatment.
- Refers patients to external doctors/specialists, on occasions will assist in scheduling appointments when patient is in need of assistance.
- Notifies patients by telephone of appointment and sends a follow-up reminder letter.
- Requests consultation notes from specialists when requested by AMC physicians.
- Copies charts and faxes notes to external specialists when requested.
- Tracks statistics, as needed, such as number of referrals by day/month and forwards the information to the Office Manager for reporting purposes.
- Updates referral list of specialist on a semi-annual bases. Informs care team when updates have occurred.
- 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 Office Manager and/or Director of Nursing.

- Reviews and updates Referral P&P in conjunction with the Office Manager and/or Director of Nursing to comply with all regulations of HRSA & PCMH standards
- Other duties as assigned

**Qualifications:**

- High School Diploma / GED with at least 1 year medical related work experience and/or training required, or equivalent combination of education and experience.
- Excellent communication skills both written and verbal in English and Spanish, required;
- Computer skills including Microsoft Office and Outlook, required;
- Exceptional Customer Service and empathy skills required with sense of urgency in resolving issues;
- Good organizational and problem solving skills, must be detail oriented;
- Electronic Medical Records (EMR) experience required; EPIC knowledge a plus.

**To apply, send your resume through Indeed:**

**AMC is an EOE**

**Local Candidates Only please.**