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*Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Title: Referrals Coordinator**

**Department: BCHC**

**Supervisor: Director of Operations/ CMO**

**Supervises: N/A**

**Salary Range: \$31,480 - \$44,882.95**

**Job Overview:** The Referrals Coordinator provides a wide array of support functions to patients in the clinic as an active member of a primary care team which serves a panel of patients. Assists the team in ensuring their panel of patients receives comprehensive primary and preventative care and related support services from the clinic. Coordinate referrals, contacts patients, assist in the management of specialty patient care referral and tracking, assure that patient medical information is available when and where needed, manage special patient service programs, provide clerical support to team-photocopying, filing, faxing, etc. Also does population level management and outreach for both preventative and chronic care services.

**Essential Functions (Major Duties or Responsibilities):** Works with Electronic Medical Record (EMR) system. Schedule and manage in-basket assigned tasks. Coordinate referrals for specialist consultations and diagnostic studies. Track referrals in EMR, including labs, radiology, and specialty referrals. Ensure reports are received promptly from referrals and distribute reports to appropriate parties. Send records to specialists as requested. Ensure record of report with specialist is received following appointment. Perform chart reviews of patients after visit to ensure follow up appointments are scheduled, and referrals are processed. Use EMR registry functions and tracking systems to proactively contact patients. Obtain outside medical records for patients on panel. Participate as primary care team member in analyzing and problem-solving how to provide a better medical home for patients on panel. Participate in medical records and registry audits for completeness and data accuracy. Fax, photocopy, file, and scan for team/patients on panel. Handle protected health information (PHI).

**Minimum Qualifications (Education and Experience):** High School Diploma or equivalent. Previous experience with electronic health record system and in a primary health care setting preferred.

**Knowledge, Skills and Abilities (KSA's):** Demonstrated ability to work as a team player with strong emphasis on delivering patient satisfaction. High level of skill in interpersonal relations and problem solving. Good organization and time management skills. Computer skills, familiarity with Microsoft Office Programs and electronic medical record systems.

**Supervision:** N/A

**Physical and Environmental Demands:** Work is performed in an office and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

**Special Requirements:** Performs duties in the delivery of health services. Hazardous risks may include exposure to infected body fluids, sharp instruments and chemicals, requires adherence to universal safety precautions.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.