

# **BROCKTON VISITING NURSE ASSOCIATION**

## **JOB DESCRIPTION**

**TITLE: REFERRAL COORDINATOR**

**REPORTS TO: INTAKE SUPERVISOR**

### **POSITION SUMMARY:**

The Referral Coordinator serves as the primary point of contact for those seeking to make a patient referral to the BVNA. As such, this role is highly visible and representative of the BVNA brand. The primary responsibility of this role is to deliver exceptional customer service to referral sources, reinforcing their desire to select BVNA for their patients' care and in so doing maximize the number of referrals taken by the BVNA. This must be done in a manner that captures necessary patient information, which is then flowed to BVNA clinicians efficiently and effectively via established processes. Must demonstrate service excellence to internal customers.

### **RESPONSIBILITIES:**

- Provides exceptional customer service by being attentive to and responsive to referral sources.
- Develops positive relationships with referral sources.
- Accepts referrals via telephone, fax, etc. and interprets the need of the referral source. Suggests alternative solutions when BVNA does not have the ability fulfill needs.
- Reviews all discharged patient information and enters into the Netsmart system prior to initial home assessment to enhance intervention. Documents specifics on template note page, e.g., wound care, teaching needs, IV medications, therapy needs, etc.
- Interprets Medicare, Medicaid and other third party regulations to insure appropriate referrals to home care.
- Interprets BVNA policy and capacity to meet requests for services.
- Evaluates calls for immediate intervention as needed.
- Documents cases Refused and Not Taken Under Care.
- Listens and responds to messages left on the general Intake Line in a timely fashion.
- Coordinates vendor and service providers to meet patient's needs. May arrange for BVNA staff to make a pre-discharge visit to the acute care or long term care setting to observe/learn an ordered treatment/modality.
- Seeks and maintains current operating knowledge of other community resources making referrals as indicated to ensure comprehensive home care.
- Assures that there is good communication and a flow of information between Referral Department and all clinical areas.
- Logs all statistical and referral data.
- Shares competitive intelligence with VP/Operational Excellence
- Notifies appropriate staff regarding any dissatisfaction or customer service incident with respect to referral sources, patients, families, etc.

- Applies the LEARN service recovery model of: Listen, Empathize, Apologize, Respond & Resolve and Notify others.
- Documents any patient and/or family concerns or complaints on Client Concern or Client Occurrence Forms.
- Completes the SOC/ROC scheduling for professional staff based on a variety of factors. Manages staff member(s) geographical area(s) when scheduling.
- Verifies MD's signing plan of care.
- Performs similar or related duties as required.
- Responsible for interdisciplinary assessment
- Required to participate in Quality Assessment Performance Improvement Program and HHA sponsored In-Service Training

### **QUALIFICATIONS:**

- High School diploma or equivalent required
- Minimum two years office experience, preferably in a health care environment
- Knowledge of medical terminology
- Computer/data entry skills
- Able to manage independently.
- Exhibits a growth-oriented mind set with a can-do personality.
- Displays exceptional customer service skills.
- Must be sufficient with computer software
- Adheres to all BVNA policies including, but not limited to, the Confidentiality Agreement, Personnel Policies and Clinical Policies and Procedures
- Ability to work independently
- Ability to strictly adhere to confidentiality requirements
- Driver's license and reliable vehicle
- Available weekend and holidays

### **STANDARDS:**

Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes. Adheres to BVNA's and professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

All employees of BNVA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's roles and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and

the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

<b>PARTNERSHIP</b>	Through teamwork we are committed to achieve great things.
<b>OWNERSHIP</b>	We are accountable and responsible for the success of the BVNA.
<b>EXCELLENCE</b>	We are professionals achieving exceptional results.
<b>CLIENT-FOCUSED</b>	It's all about you.
<b>INNOVATIVE</b>	We are resourceful and flexible in adapting to changing needs.

Adheres to BVNA's and Professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.