

Wilmington Community Clinic Referral Coordinator

Join Wilmington Community Clinic!

Have you ever wanted to be a part of something bigger? Have you ever wanted to make a difference? At Wilmington Community Clinic, here you can. WCC provides quality, non-discriminatory primary care, mental health, dental and women's health services to improve the health and well-being of all served – regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. Our multi-generational impact makes us proud of the services we provide and we put patient care front and center - it's The Wilmington Way!

Position Summary

The Referral Coordinator assists with our referral coordination and case management systems and acts as liaison between the clinic, medical facilities, and other social service agencies to coordinate health services. The Referral Coordinator also ensures the synchronization of patient services; along with instructing patients in skills to develop self-sufficiency and ownership of their health.

Compensation and Benefits

The compensation for this position is \$21 per hour. WCC offers competitive salary and benefits including medical, dental, vision, paid vacation, 12 paid holidays, sick leave, life insurance, retirement plan with match, employee assistance program and free employee parking.

Education & Experience

- Minimum 2 years' experience as a Referral Coordinator preferred

Essential Position Responsibilities

- Obtain necessary approvals and clearances dependent on eligibility requirements and contract provisions.
- Manage follow up appointments for patients that medical providers have determined require further evaluation
- Effectively track case management activities
- Assist with making appointments with specialist for complex patients/urgent cases.
- Maintain appropriate documentation within EHR, keep logs to record the follow up process (found on common drive), and complete documentation related to provision of medical care.
- Retrieve patient records from specialist after WCC patient has been seen.
- Assistance with confirmation of DHS appointments; helping to remind providers of eConsult notifications/results.
- Assist with follow-up of abnormal eye exams and mammograms (Every Woman Counts).
- Assist in maintenance of referral system that will be used to synchronize patient services with both medical and other social service agencies.
- Act as a liaison between patients and outside agencies to ensure quality health care; instruct patients in skills to develop self-sufficiency.
- Demonstrate understanding of WCC policies and procedures.
- Interacts with patients, physicians, staff, vendors, and visitors in ways that demonstrate caring and reflect the WCC mission and philosophy.

- Works collaboratively with the Quality Improvement (QI) Team helping to improve patient outcomes.
- Fosters an environment that promotes trust and cooperation among all staff of WCC.
- Attends WCC and QI meetings as required
- Other duties as assigned.

Skills

- Attention to detail
- Proficient with medical terminology
- Strong customer service skills
- Bilingual/Bicultural; English/Spanish strongly recommended
- Strong organizational skills and time management; ability to manage multiple details
- Ability to communicate effectively, both with individuals, and as part of effective teamwork
- Punctuality and excellent attendance required.
- Computer proficiency including Microsoft Word, Excel, Desktop Publishing and Outlook

What's Next?

Thank you for your interest! Please submit your resume for consideration to amendoza@wilmingtoncc.org.