EMPLOYER JOB ORDER FORM

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>JOB ID</th>
<th>OPEN DATE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral Clerk</td>
<td>18079</td>
<td>02/19/2020</td>
<td>San Jose</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOURS/WEek</th>
<th>SALARY</th>
<th>WORKDAYS</th>
<th>SHIFT/HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>$17 - $DOE</td>
<td>Monday - Friday</td>
<td>Varies</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>REQUIRED FOR POSITION</th>
<th>REQUIRED EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB exam, Fingerprint, Drug Screen, Background Check</td>
<td>High School Diploma/GED</td>
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JOB DESCRIPTION

BASIC FUNCTION

Under the direction and oversight of the Clinic Coordinator/Referral Clerk Manager, the Referral Clerk is responsible for processing patient referrals and facilitating related patient follow-up. The Referral Clerk interfaces with patients, medical staff, nursing staff, patient accounts referring/consulting agencies and support services in the resolution of issues relating to patient care in the referral system. As a team member in Patient Medical Home, the Referral Clerk collaborates with clinic management, nursing, clinician staff, and clerical staff to maintain high standards of patient care with the patient at the center.

SPECIFIC JOB RESPONSIBILITIES

1. Processes referral requests accurately and completely, documents actions and status in appropriate data Practice Management System, communicates with patients the referral information.
2. Conducts and documents follow-up referral activities for pending referrals, appointment status, and consult notes or results.
3. Performs other duties in regards to patient information/education as assigned by Clinic Nurse and/or Clinic Coordinator.
4. Participates in team huddles and emergency mock drills as needed.
5. Attends trainings as appropriate for job responsibilities.
6. Participates in having newly hired staff do shadowing for the purpose of training and orientation of new staff as assigned.
7. Provides information on the referral process and status to providers, patients, and staff as requested.
8. Referral Clerks are hired for GFHN and must be prepared to work or fill in for Referral Clerk staffing gaps at all clinics as assigned by Referral Clerk Program Manager or Clinic Coordinator including reassignment and cross training.
10. Follows policy and protocol guidelines as indicated by GFHN for the referral process.

REQUIRED SKILLS

The Referral Clerk position is required to demonstrate proficiency in all areas covered in the Referral Clerk Daily Job Responsibilities and includes entering referral patient data for case management into i2i and Next Gen.

Skills Set and Competencies Requirement:
- Interpersonal Skills
The Referral Clerk job description entails strong interpersonal skills because creating a rapport with the
patient is key to the healing process. The kindness and respect projected by the Referral Clerk creates and sets the tone for the patient/clinician visit. Promoting a healthy professional rapport with co-workers/team creates positive energy; clear communication promotes proficiency in the work environment. Ability to demonstrate effective communication is essential, in both ethical and legal behavior. Staff is expected to uphold the organization’s customer service policy and its mission statement. Additionally, staff should engage in continuous quality improvement process and provide as well as receive constructive feedback to enhance the work process and outcome.

- **Strong Management Skills**
  Because of the time crucial nature of the medical profession dealing with patient flow demands and emergencies, the Referral Clerk needs good time management skills. The Referral Clerk is required to keep up with the patient flow demand with efficiency and accuracy. The Referral Clerk works effectively and prioritizes conflicting tasks, sometimes in difficult situations. Additionally, the Referral Clerk is able to organize and maintain accurate records in the completion of the role.

- **Personal Attributes**
  The Referral Clerk is required to have patience and compassion. At times patients don’t pick up instructions rapidly and that can cause frustration. Because the patient is already in a predicament, it is important to put up with the patient and kindly re-explain instructions/ information when needed

3 TO 5 KEY SKILL SETS REQUIRED

MINIMUM QUALIFICATIONS

1. High School graduate or equivalent.
2. Medical Assistant Certificate from an approved Medical Assistant program as required by the State of California.
3. CPR Certified.
4. Interact in a courteous helpful manner with patients, clients, and staff.
5. Good oral and writing skills.
6. Proficient computer skills.
7. Bilingual skills in English-Spanish required.
8. Possession of a valid California driver’s license.
9. Works effectively with a diverse population and positively in a teamwork environment.
10. Able to sit for prolonged periods to time.
11. Able to lift 25 lbs.