

Job Description

Job Title:	Referral Management Coordinator
Department:	Waterloo Eye Institute
Reports To:	Clinic Operations Manager, Waterloo Eye Institute
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	November 2020

Primary Purpose

The Referral Management Coordinator reports to the Clinic Operations Manager and is responsible to ensure that all incoming and outgoing referrals are processing in a timely manner. The incumbent will work with key personnel within the clinic and will liaise with medical professionals within the community as well.

Key Accountabilities

Communication

- Acquire weekly, a list of all on-call Ophthalmologists and inform the various clinics within the WEI, providing contact information and hours of operation
- Processes all patient referrals for both internal and external clinics; prepares reports for distribution to governing bodies such as MTO etc.
- Verifies that all patient information is correct in the file, ensures that all documentation accompanying the referral is attached or mailed out
- Manage and track referrals through the e-referral platform, ensuring to follow up on any outstanding items

Record Keeping

- Record all referrals (both incoming and outgoing) on the Referral Log Sheet. Ensure that all requests for appointments as received in a timely manner, diligently following up on outstanding requests
- Ensure that all pertinent information has been linked to the patient's file in Visual Eyes (VE) and a notification has been sent to the referring doctor

Infection Control and Prevention and Clinic Health and Safety

- Daily collection of all used ophthalmic instruments to be autoclaved
- Prepare instruments in tubes or envelopes for sterilization process. Place in autoclave ensuring that all infection control protocols are met
- Record date and time of sterilization (beginning and ending), logging in log sheet to indicate process was successfully completed
- Return all sterilized instruments back to appropriate clinics
- Ensure WEI first aid kits are checked and stocked on a weekly basis
- Ensure that the Health and Safety board is kept up-to-date

Miscellaneous

- Provide back up for the Patient Coordinators due to illness and/or vacation schedules when requested

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education <ul style="list-style-type: none">• Medical Secretarial, Health Administration, or Optometric Assistant diploma, medical terminology course, or equivalent combination of education and experience
Experience <ul style="list-style-type: none">• Minimum of 2 years of experience working in a health care environment, preferably in an optometric practice setting
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Working knowledge of an electronic medical records (EMR) system, preferably Visual-Eyes (VE) or another system tailored to optometry• Working knowledge of OHIP regulations specific to optometry preferred• Working knowledge of Privacy legislation• Basic knowledge of infection prevention and control practices• Well-developed oral and written communication skills exercising tact and diplomacy• Well-developed problem solving and conflict resolution skills to deliver exceptional patient/clinician service and experience• Ability to work independently and collaboratively as part of a team• Ability to accommodate different assignments, working schedules and specialty clinics• Proficiency in Microsoft Office (Outlook, Word)

Nature and Scope

- **Contacts:** Internally, works with clinicians and patients. Externally, communicates with personnel from ophthalmology and community optometric practices, as well as with a variety of 3rd party agencies
- **Level of Responsibility:** The role requires that the incumbent provide function direction to the interns and clinicians in all things related to patient referrals.
- **Decision-Making Authority:** Works independently regarding day-to-day tasks, problem-solving, and handling competing priorities with complex situations escalating to clinic administration. Consults with clinic administration for guidance and approval concerning matters outside of the established policies and procedures.
- **Physical and Sensory Demands:** Strong work ethic, attention to detail and the ability to perform in a fast-paced and varied environment. Also provides coverage in other clinic areas when required due to illness or during peak vacation periods.
- **Working Environment:** The Waterloo Eye Institute (main) is located on the north campus; the Health Sciences Optometry Clinic (satellite) is located at King and Victoria St., Kitchener. The Clinic is open Monday to Saturday from 7:30 a.m. until 9:00 p.m. Hours are subject to change, and employees are expected to accept work assignments within the timeframes when the clinic is operating. From time to time it may be necessary for clinic management to assign alternate hours. Specific duties of the position may change according to clinic needs.