

Circle Health Services

12201 Euclid Avenue, Cleveland, OH 44106

Internal Referral Management (IRM) Volunteer Job Description

We are currently recruiting a limited number of volunteers to *pilot* a volunteer program assisting with our internal referrals.

TRAINING: 6 hours

TIME OBLIGATION:

- One 2 hour shift per week for at least 3 months
- Preferred hours:
 - Between 3 pm and 8 pm Mondays, Tuesdays, or Thursdays
 - Between 12 pm and 4pm Fridays

IDEAL CANDIDATES: College students (minimum 1 year) familiar with Medical Terminology. (Pre Med, Social Work, Nursing Students) Must be able to work autonomously and be comfortable communicating with patients over the phone.

This role entails:

- Extending Patient Center Medical Home (PCMH) Referral guidelines to our Internal Referrals by helping to close the loop between our Providers, Patients, and our Specialty Clinics
- Assisting our Primary Care Patients in overcoming barriers to Specialty Care Services

Volunteers will manage the Internal Referral Work Queue in EPIC, (our Electronic Health Record) documenting scheduled appointments, determining if appointments were kept, following up with patients (via phone calls and letters) who have not scheduled their specialty appointments or have missed them, and forwarding the status of closed referrals to providers.

If you would like to be involved with this pilot program, please e-mail Donna Korn Director of External Relations at dkorn@circlehealthservices.org with **IRM** as the subject line.

If you have any questions about this role, please contact Sharon Allen Clinical EHR Specialist at sallen@circlehealthservices.org with **IRM** as the subject line.

Training sessions will be set up periodically as volunteer shifts become available. If you are potentially interested in this role, please email Donna Korn as indicated above. You will be put on a waiting list to be notified of future training dates.