



NATIONAL JEWISH JOB DESCRIPTION

JC 6172 JOB TITLE Utilization Review/Patient Referral RN DATE 04/94

DEPARTMENT Patient Administration REPORTS TO Manager/Utilization Management

PURPOSE:

To coordinate and facilitate the admission of patients and patient referrals. To determine medical necessity and to perform specific functions to ensure continued stay and maximize reimbursements. To monitor utilization of medical services to meet third-party and Center guidelines.

ESSENTIAL RESPONSIBILITIES:

1. Coordinates and facilitates patient referrals from physicians. Answers referring physicians' questions about Center programs, and completes referral data form for inpatient or outpatient service. Routes calls and completes patient referrals to admitting physician. Completes admission documentation, and sends to admitting physician for approval. Routes approved patient referrals to Admissions department. Seeks to maximize referrals by positively presenting Center programs.
2. Reviews outpatient waiting list for potential inpatients. Calls referring physicians for further information. Routes new information to admitting physician for approval.
3. Answers questions from insurers and review organizations. Acts to obtain pre-certification on all patients requiring it.
Reviews patient records according to time frames imposed by third-party and review organizations. Reports via telephone or, if necessary, in writing, to third-party or review organizations. Ensures that patient records have requisite documentation to justify continued patient stays. Seeks to minimize attending physician involvement with third-party representatives. Ensure that inpatients receive appropriate medical benefits.
5. Reviews length of stay outliers, and selected patient records that are subject to retrospective review by third-party and review organizations, including Medicare, CHAMPUS, and others, as directed. Ensures that patient records are sufficiently documented to justify continued patient stays.
6. Reports activity to the Utilization Review Committee. Participates on other committees as assigned.
7. Communicates information regarding the medical necessity of treatment and rationale for level of care prescribed to managed care companies and third-party review agencies for the purpose of obtaining certification for treatment.
8. Performs, as directed, safety compliance and uses Personal Protective Equipment (PPE), as needed.
9. Participates in Quality Assessment (QA) and Quality Improvement (QI), as directed.
10. Ensures compliance with Joint Commission on Accreditation of Healthcare Organizations (JCAHO) requirements.
11. Establishes and maintains effective working relationships and good customer service skills.
12. Performs other related duties, including special projects, as required or requested.

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MARGINAL RESPONSIBILITIES:

1. Schedules patients, and organizes treatment area and supplies.
2. Performs as a back-up to staff absences and vacancies, as necessary.

EVIDENCE OF QUALIFICATIONS:

Education: Bachelor's Degree or diploma in Nursing from an accredited School of Nursing. A BSN is preferred.

Experience: Five (5) or more years of recent and related clinical nursing experience; two (2) or more years of nursing administration experience in also desired.

- OR - Any equivalent combination of Education or Experience.

Special Skills: Demonstrated effective and diplomatic oral and written communication skills.

Certification & Licensure: A current Colorado R.N. License.

PHYSICAL/MENTAL REQUIREMENTS: Frequent physical demands include: communication by observation, verbal, written and listening skills; standing, walking and crouching/stooping while carrying out some duties; lifting up to 50 pounds to stack and/or store supplies/equipment, lifting exercise equipment, lifting children; good hand-eye coordination lifting, pulling, pushing and upper body twisting while handling patients, and moving supplies and equipment. Occasional physical demands include: physically helping with patient transfers, lifting children on and off of therapy equipment; sitting while completing paperwork, kneeling, squatting.

ENVIRONMENTAL CONDITIONS: Subject to the following inside conditions: working conditions occasionally involve temperature changes; exposure to body fluids from contagious patients, airborne infections from contagious patients; equipment frequently used includes computers, fax machines, copiers and general office equipment. **Personal Protective Equipment (PPE) will be provided to each employee when needed as determined by policy. Utilization of PPE is mandatory.**

MANAGEMENT/SUPERVISORY RESPONSIBILITIES: None.

DISCRETION/JUDGEMENT REQUIRED: Limited to scope of essential and marginal duties.

BUDGET RESPONSIBILITIES: Compliance to fiscal constraints.

CUSTOMER SERVICE: 70% of time is spent in servicing customers.

WORKSETTING CHARACTERISTICS: General supervision as required. Supervision from the Director/Patient Business Services is available, as required.