



Job Title: Medical Referral Specialist
Date Last Revised: June 26, 2026
Reports to: Medical Clinic Coordinator
FLSA Status: PT, Non-Exempt (24 hrs/week)
Wage: DOE

Job Summary

The Medical Referral Specialist determines eligibility of patients for the VPN (Volunteer Specialty Network) and MAP (Medication Assistance Program), then connects patients with either specialty care offered under VPN, or free medications under MAP. The Medical Referral Specialist also leads the development and maintenance of partner relationships for these programs.

Duties and Responsibilities

Maintain and Grow Partnerships

- Maintain positive relationships with VPN and MAP partners
- Recruit new partners for VPN and MAP as needed
- Educate clinic personnel, specialty offices and hospital partners on VPN and MAP processes
- Oversee volunteers and interns assisting with VPN and MAP

Patient Navigation

- Educate patients on program, policies, and procedures for VPN and MAP
- Assist patients to complete VPN and MAP applications as needed
- Send referrals to volunteer specialty physicians of participating clinics, obtain prior approvals as needed
- Send MAP paperwork to pharmaceutical companies in a timely and accurate manner
- Complete regular reports on VPN and MAP usage in Excel
- Document individual patient activity for MAP and VPN in EMR
- Establish patient eligibility for MAP and VPN in collaboration with referral partners
- Communicate with VPN and MAP partners to ensure referrals are complete

Other Duties as Required

Minimum Qualifications

- A committed Christian, demonstrating a growing personal relationship with Jesus Christ
- High School Diploma or equivalent
- At least one year's experience working in a medical setting
- Thorough knowledge of medical terminology
- Thorough knowledge and experience using current version of MS Office including Word, Excel, Outlook, and Windows software
- Strong organizational skills
- Ability to multi-task and remain flexible in rapidly changing work environment
- Ability to succeed with minimal supervision
- Strong oral and written communication skills
- Ability to work in coordination with a variety of organizations and people
- Ability to communicate effectively, build partnerships and recruit specialty physician clinics.

Working Condition and Physical Demands

- Ability to sit for long periods of time.
- Ability to work in a fast paced and multitasking environment.
- Ability to respond to emergency/crisis situations.
- Exposure to noise.
- Exposure to ill people