

Position Profile: Central Scheduling

Reports to: Training Manager/Director of Finance

Position Summary: Creates a positive first impression of the practice in greeting patients and other callers. Quickly and accurately directs callers to the appropriate department/person. Schedules patient appointments according to practice protocols and obtains the necessary information for new and established patients.

Essential Position Functions:

- Answers the telephone in a warm, friendly manner.
- Determines quickly the nature of the telephone call.
- Directs urgent calls to the triage assistant and ensures that action is taken.
- Takes accurate and concise messages according to practice protocols and directs patient clinical calls to the designated Medical Assistant.
- Directs provider clinical calls according to practice protocols.
- Directs billing calls to the appropriate billing staff member.
- Directs patient complaints or compliments to the appropriate member of the Leadership Team.
- Directs all other callers to whom they are calling.
- Obtains accurate and complete information for hospital consults and forwards to the appropriate Medical Assistant/Physician according to practice protocols.
- Utilizes telephone courtesies on all telephone interactions, including placing callers on hold or directing them to voicemail.
- Accurately enters new patient information in the computer/scheduling program.
- Accurately updates established patient information in the computer/scheduling program.
- Obtains all insurance information for patient appointments according to practice protocols.
- Schedules patient appointments accurately according to individual provider's scheduling template and follows practice protocols regarding approval for exceptions/add-ons.
- Makes every effort to determine accurate reason for patient visit in order to schedule the correct amount of time needed.
- Accurately obtains tracking information for new patient calls according to practice protocols.
- Prospectively informs all new patients and established patients about the practice's payment at the time of service policy and ensures they understand they are to arrive with their referral, medical records and/or radiology films.
- Correctly cancels and reschedules appointments as needed and documents in the patient chart (EHR or paper) according to practice protocols.
- Addresses patient portal tasks according to practice protocols.
- Directs patient to the patient portal to update or complete necessary patient forms.

- Mails out all new patient packets with the appropriate paperwork and/or refers the patients to the website for new patient forms.
- Makes and keeps stocked new patient packets.
- Maintains patient confidentiality.

#### Position Requirements:

- High School education or GED equivalent.
- 2+ year's medical office/medical insurance experience.
- Possess strong oral and written communication skills.
- Proficient in Microsoft Outlook, Microsoft Word/Excel, computer knowledge to navigate internet websites such as Availity, Navinet, etc.
- Possess accurate data entry skills.

#### Working Environment:

- Physical demands: Requires prolonged sitting, bending and stooping. Coordination and manual dexterity sufficient to operate multi-line phone system, computer keyboard.
- Visual, Hearing, and Mental demands: Vision adequate to perform essential functions such as read telephone displays/computer terminals for long periods of time, correctable to 20/20. Hearing adequate to perform essential functions such as answering the telephone. Mental capacity adequate to perform essential functions such as quickly obtaining information from callers in order to direct calls appropriately, tact to deal with unfriendly individuals regarding various situations, and adequately handle stress.

Working Conditions: Normal business office environment. Requires individual to be in uniform daily. Required to exhibit a positive attitude and a professional appearance and show great detail and accuracy. Required to exhibit quality performance of the essential job functions to help the office run effectively and efficiently.