



Master Scheduler

POSITION OBJECTIVE/SUMMARY:

It is our goal to provide the finest primary care services as possible. This philosophy requires that all office staff and providers be sensitive and responsive to patients' needs and preferences. To ensure that we hire and retain the quality of staff needed for implementing our philosophy of service, we have adopted the following job description for this position. The position requires that the employee be available forty hours per week and that also the employee be flexible in his/her schedule to provide efficient service for the team. At times there may overtime involved in work hours. Many of the responsibilities require that you have a working knowledge of computers and the ability to learn the proper use of the programs utilized in the primary care clinic, or those which may be necessary to meet the needs of the clinic.

BASIC FUNCTION:

Under the supervision of the Director, the Master Scheduler shall be responsible to schedule and monitor all patient inquiries and appointments' Master scheduler will schedule to ensure that all medical staff is are fully booked but also in accordance with the primary care clinic 20 minute wait time policy.

RESPONSIBILITIES:

The duties of the Master Scheduler are of high volume, and the quality of duties performed is needed to be at a high caliber. The employee will come into contact on a daily basis with confidential patient files. The Master Scheduler must be able to handle this information with the highest degree of privacy, confidentiality, discretion, and professionalism. Master Scheduler is responsible for accomplishing the duties set forth below:

Front Desk Activities (There may be other duties required of this position not listed below):

- *Check in patients.*
- *Reschedule patients if necessary.*
- *Verify patients insurance by scanning proper documentation.*
- *Explain to patients our forms.*
- *Answer calls.*
- *Monitor/Keep track of waiting time.*
- *Call patients that require follow up appointments.*
- *Collect co-pays*
- *Direct patients to proper location such as follow up appointments, laboratory, and other departments when necessary.*
- *Route documents faxed to medical staff.*
- *Aid patients with special needs such as wheelchairs and other*
- *Basic clerical activities.*
- *Comply with all HIPAA laws and regulations.*

Scheduler Activities (There may be other duties required of this position not listed below):

- *Answer phones and schedule patient appointments.*
- *Create patients' work status.*
- *Call for reports / referrals and authorizations*
- *Prepare primary care providers letters for assigned providers.*
- *Send out new patient packets.*

- *Coordinate peer to peer calls for physicians.*
- *Call interpreter to inform him/her of their patient appointments.*
- *Check on faxes and keep correspondence current.*
- *Perform other responsibilities as may be called on by the HealthCare Administrator.*
- *Create charts.*
- *Relay messages to medical staff*
- *Scan and route paperwork into patient charts*

Typical Physical Demands:

- *Requires sitting and walking, with daily occasional stooping, reaching, and bending.*
- *Occasional lifting up to thirty pounds.*
- *Hearing must be in the normal range for telephone and personal communication.*
- *Requires manual dexterity sufficient to operate keyboards and other office equipment.**

RELATIONSHIPS:

- *Master Scheduler should observe and conduct the following relationships*
- *The employee shall be responsible directly to the Director. The employee shall report to the Director and his/her assignees any progress, reports, requests, concerns, problems, and/or expectations in relation to the responsibilities of the position. Such communication may be verbal or written as deemed necessary by the employee or as directed by the Director or his/her assignee.*
- *The employee shall interact with other office and clinical staff in the Department. Such interactions should be collegial, professional, and contributing to the safety and pleasantness of the work environment at Kedren Community Health Center Inc.*
- *The employee shall interact with patients, medical groups, adjustors, nurse case managers, hospitals, and Primary Care Physicians and their offices. Such communication should always reflect the total commitment of the office to quality care and customer satisfaction. All communication should be professional and any unresolved conflicts are to be reported to the Director.*

MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION:

- *Education: High school diploma or equivalence.*
- *The ability to type 40 words per minute.*
- *Telephone etiquette, superior customer service, and professional communication skills are required.*
- *At least 3 years' experience in Scheduling experience support in a psychiatric or other healthcare Environment preferred.*
- *Proficiency in MS Word, Excel, PowerPoint and a data entry database computer software*
- *In a windows environment.*
- *Must be organized, detail oriented and the ability to strictly safeguard confidential information.*
- *Possesses excellent written, verbal communication and interpersonal skills, the ability to interface with all levels of management and associates while building strong relationships.*
- *Must have the ability to multi-task, problem solve, meet competitive deadlines and follow through on work assignments in a fast-paced environment.*
- *The ability to work overtime and/or additional days on special projects as needed upon short notice.*