

Job Description



Job Title: Appointment Scheduler
Department: Front Desk/Nursing
Report To: Director of Nursing

Job Summary:

Schedules and coordinates the flow of work between the physicians and patients through appointment maintenance.

Core Competencies

Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View themselves as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

Essential Duties and Responsibilities

Scheduling and Demographics

Correctly schedule patient appointments in the practice management system using current scheduling requirements placed by the physicians. Carefully screen all patients for complete patient information and correctly enter into the practice management system including correct spelling of name, date of birth, address, telephone numbers, insurance information, body part, referring physician, x-ray location, and identify correct patient type.

Schedule Revision

Revise schedules according to work specifications, establish priorities, and availability or capability of physicians and staff.

Scheduling Module

Maintain computer appointment scheduling module.

Telephone Calls and Coverage

Answer telephone calls and questions politely and direct calls as necessary.

Financial

Collect deductibles, co-payments and charges, prepare receipts and provide copy to patient.

Scanning

Scan patient information, consents, acknowledgement, history and physical, photo ID, and insurance information into the correct patient account.

Greeting Patients and Visitors

Welcome and greet patients and visitors to Premier Bone & Joint Centers timely and in a manner that is helpful and friendly; determine purpose of visit and direct patients and visitors to appropriate person or department. Direct visitors and vendors to sign in/out on the log located at the front desk.

Encounter Forms

Match encounter forms with the proper patient.

Medical Records

Route records and patient files to appropriate location, assist with medical records requests.

Other Duties

Performs other duties as directed/requested to ensure efficient operations of Premier Bone & Joint Centers.

Computer and Calculator Use

Computer knowledge and experience with computer data entry, knowledge of practice management program, ability to operate 10 key calculator.

Medical Terminology Knowledge

Knowledge of medical terminology and basic human anatomy.

Front Desk Reception Knowledge

Knowledge of reception tasks, including Televox, Premier Bone & Joint Centers' policies/procedures, and paperwork.

Interpersonal Skills

Working Relationships

Ability to establish and maintain effective working relationships with physicians, co-workers, and the public that harbor a friendly, yet professional interaction. Demonstrate willingness to readily interact with other staff members and department.

Mentor

Acts as mentor for new employees.

Personal Growth

Accepts responsibility for own professional growth and personal conduct by seeking knowledge in work specific areas, taking advantage of opportunities at work to observe and volunteer.

Flexibility & Stressful Situations

Ability to be flexible, organized, and function under stressful situations. Responds with flexibility to changing work load and/or patient assignments.

Adherence to Facility/Departmental Policy

Confidentiality/Right to Privacy

Observe confidentiality of information in regards to patients, physicians, and fellow employees; ability to maintain confidentiality under HIPAA standards.

Attendance/Punctuality

Maintain a good attendance record and arrive to work punctually.

Overtime

Able to substantiate overtime, minimizes overtime and adjusts hours as needed.

Dress Code/Identification

Follow dress code of the department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

Cell Phone Use

Cell phone may be used for business purposes only. Utilize cell phone for personal, use only during breaks or meal periods and out of the public eye.

Staff Meetings/In-services

Participates in Premier Bone & Joint Centers and departmental in-services and staff meetings.

Safety & Infection Control Policies

Adhere to safety and infection control policies.

Care of Environment, Equipment, and Supplies

Clean, Neat, Safe Environment

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

Office Equipment Skills/Malfunctioning Equipment

Utilizing correct/safe technique when using equipment and notify manager of malfunctioning equipment.

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

Experience

Years of Experience		Required/Preferred
1	Appointment Scheduling or Customer Service in a Healthcare Facility	Preferred

Physical Requirements

Action	Description	Frequency
Seeing	Must be able to write, type, use a computer, and read patient information	Constant
Hearing	Must be able to hear well enough to communicate with patients/families, physicians, medical staff, co-workers, and the public	Constant
Speaking	Must be able to verbally communicate with patients/families, physicians, medical staff, administrative staff, co-workers, and the public	Constant
Fingering/Grasping	Must be able to write, type, grasp a telephone, and perform other fine motor duties	Constant
Standing		Occasionally
Sitting		Constant

Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 10 pounds	Occasionally

Working Conditions

The fast paced nature of this position may lead to increased levels of personal stress.

Environmental Hazards

The fast paced environment may lead to increased levels of personal stress and demand high mental acuity.

Physical Hazards:

Physical harm is possible when performing physical requirements, as listed above. Exposure to communicable disease, bodily fluids, and/or toxic substances is possible and can be physically harmful.

Unique Work Schedule/Travel

May be required to work after hours, on weekends, or holidays.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.