



Job Title: **APPOINTMENT SCHEDULER - BILINGUAL SPANISH/ENG**

Department(s): Business Operations

Position Summary: Ensures efficient client flow, provides clients with needed information regarding appointments and services, schedules appointments, and ensures prompt collection of fees at the time of service.

Supervision Received: Business Operations Manager

Supervision Exercised: None

Hours/Week 40 Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

- Answers all incoming calls and forward calls to appropriate staff, as needed
- Pre-registers new and established patients verifying all demographic and insurance information and making corrections as needed
- Schedules, cancels and reschedules patient appointments
- Advises patients of clinic financial policies when scheduling appointments
- Schedules patients with Intake Coordinator according to clinic policy (Sliding-Fee applicants, SAGE, MFPP, uninsured and/or underinsured)
- Informs patients of late arrival, cancellation and rescheduling policy
- Takes telephone notes in EMR (Electronic Medical Record) and routes to appropriate staff
- Communicates with Front Desk regarding changes in Provider schedule (PTO, call-ins, add-ons)
- Mails No Show letters to patients
- Reschedules No Show OB return appointments
- Assists with appointment confirmation, as needed
- Assists with rescheduling appointments when there is a change in Provider schedule
- Covers Front Desk, as needed following Front Desk Job description
- Works collaboratively with staff to achieve optimal efficiency, outcomes and morale
- Maintains excellent and punctual attendance
- Attends agency functions and meetings as relevant or required
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system or electronic health record, as required
- Demonstrates commitment to agency mission and goals
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations
- Abides by corporate compliance program and other agency policies and procedures
- Performs other duties as assigned

PHYSICAL/MENTAL DEMANDS:

These demands are representative of those the employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Uses hands to finger, handle, or feel objects, tools, or controls
- Bends or stoops and reaches with hands and arms
- Able to speak and hear to use telephone
- Sits for long periods of time
- Occasionally required to stand and walk
- Occasionally lifts and/or moves up to 10 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, color perception and the ability to adjust focus

ENVIRONMENTAL /WORKING CONDITIONS:

These characteristics are representative of those the employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Fast-paced office environment
- The noise level in the work environment is usually low to moderate

EQUIPMENT USED:

- Computer
- Telephone
- Copy Machine
- FAX

EDUCATION/QUALIFICATIONS:

- **Experience**
 - High school diploma or equivalent
 - Minimum 2 year appointment scheduling experience in a health care facility
 - Graduate of a Medical Assistant/medical terminology program or equivalent, preferred
 - Communicates clearly and effectively, in English (and second language, if required), both verbally and in writing. Spanish fluency a plus.
- **Possesses knowledge of:**
 - Medical terminology
 - Health insurance
 - Appointment Scheduling on a computerized system
 - Telephone/switchboard operation
 - Customer Service in related field

- **Possesses skill in:**

- Able to type a minimum of 30 words per minute
- Computer skills at the level necessary for working efficiently in the company's practice management system, especially in the electronic medical record

- **Possesses ability to:**

- Deal diplomatically and calmly under stress
- Develop and maintain effective personal relationships
- Plan, organize and multitask
- Use a computer keyboard to type
- Speak, understand, read and write English at a sufficiently to carry out all essential duties
- Work independently and as part of a team
- Work cooperatively and respectfully with others