

JOB TITLE: SCHEDULING OPERATOR

DEPARTMENT: COMMUNICATIONS

REPORTS TO: Communications Supervisor

JOB SUMMARY:

The Scheduling Operator is responsible for making a courteous impression on patients when they call the practice. During work hours, a Scheduling Operator will be involved with large amounts of telephone conversations, in which they assist patients who are contacting the practice. This position is responsible for scheduling and organizing of the daily routine for which the staff will operate by. Not only does the Scheduling Operator answer incoming calls, but they're also responsible for correspondence leaving the practice. The Scheduling Operator also sends out letters and reminders to patients about future appointments.

POSITION ACCOUNTABILITIES:

- Commitment to perform all job responsibilities in accordance with the philosophy and mission statement of USA and the Communications Department
- Honest, ethical, professional behavior is a condition of employment
- Courteously and efficiently answers phones for all doctors and nurses
- Screens and routes incoming calls
- Assists patients with scheduling appointments, cancellations, and confirmations
- Assists nurses when doctors close the office due to emergencies
- Enters patient information into the computer
- Refers patients, doctors, and referring doctor's offices to USA website to complete New Patient Forms
- Contacts patients via postcards/phone calls concerning rescheduling appointments and provides correspondence as needed
- Demonstrates familiarity with insurance procedures and checks eligibility when necessary
- Schedules appointments requested by USA physicians/other referring physicians, faxes referrals, VDS appointments - Average of 800 calls daily
- Relieve other Schedulers and Switchboard Operators as needed
- Adds/Updates Dr/RN Template as needed
- Keeps Dr/RN preference book updated
- Keeps and maintains an unattached physician list
- Alpha and Voice Pages Physicians and staff as well as uses Tiger Text to communicate PHI with physicians
- Reviews USA website to avoid and correct any errors
- Performs all other duties as assigned

PHYSICAL REQUIREMENTS:

The physical requirements listed are representative of those that may be faced by a Scheduling Operator throughout their scope of employment. To conduct this position properly, applicants must be able to complete the following list of physical tasks. Reasonable accommodation will be available for those individuals with disabilities, and are not able to complete the following tasks.

- Sitting for prolonged periods of time
- Bending and reaching
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus as needed

QUALIFICATIONS:

- Minimum of High School Diploma or equivalent
- Excellent written and verbal communication skills
- Previous telephone and scheduling work experience
- Previous experience in position with significant amount of public interaction
- Proficient in ability to multi-task

The above duties are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of an employee so classified.

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