**Gastroenterology Associates, P.A.**

**Job Description**

Job Title: Open Access Scheduler

Department: Clinical

Reports to: Director of Clinical Services

Employed: 0-19 years

FLSA Status: Non-exempt

**Summary:**

As a team member you will review a health assessment questionnaire with patients over the telephone for routine screening colonoscopies. Highly organized and detail-oriented must be able to manage large amounts of information in a clear, thorough manner. Schedulers must be capable of working independently but also offer excellent interpersonal and communication skills when dealing with patients. They also need to be adaptable and able to respond quickly and adequately to constant change.

**Essential Duties and Responsibilities:**

Including but not limited to the following:

* Review and schedule patients appropriately for screening and recall colonoscopies as well as recall for Barrett’s esophagus.
* Complete documentation in EHR for anything pertaining to procedure or test.
* Make sure procedure/test is sent to the precertification department
* Complete any facility paperwork and fax to facility if applicable.
* Review patient medication and health history as needed to determine testing locations.
* Review procedure or test instructions in detail with the patient.
* Mail procedure information to patient if applicable.
* Answer incoming calls from patients, providers, and in house staff in a timely manner.
* Direct scheduling teammates when assistance is needed.
* Answer general questions about the practice and provide patients with procedure or test information.
* Assist other departments as needed

**Education:**

The position requires a high school diploma or equivalent.

**Experience:**

Scheduling experience in a health care setting is preferred but not necessary.

**Knowledge:**

* Knowledge of basic insurance policies
* Computer background/knowledge
* Knowledge of medical terminology
* Knowledge of procedure scheduling desirable
* Knowledge of proper telephone etiquette

**Skills:**

* Must be able to multitask and handle obstacles with outstanding customer service skills.
* Skill in operating a computer (knowledge of EMR preferred)
* Excellent communication skills
* Accuracy and attention to detail
* Must possess tact and diplomacy
* Demonstrates flexibility by adapting to new and changing situations and duties to meet patients’ needs effectively
* Time management skills
* Being familiar with OSHA and HIPAA regulations
* CPR certification (recommended but not required)

**Abilities:**

* Works independently
* Ability to exercise judgement and make decisions
* Ability to apply written instructions and standardized work practices
* Ability to prioritize
* Ability to handle multiple tasks in a busy environment and see them through to completion
* Must have sound judgement and problem-solving abilities
* Must be reliable
* Ability to document accurately and concisely
* Ability to perform while under stress
* Must possess sufficient dexterity to perform essential responsibilities

**Miscellaneous:**

* Adheres to Gastroenterology Associates Attendance Policy
* Observes Gastroenterology Associates Dress Code
* Attends Clinical and Scheduling meetings
* Attends any company training (OSHA/HIPAA, customer service, computer, annual company meeting)

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Name (Printed) Date

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Signature