Job Title: Scheduler
Department: Clinical
Reports To: Scheduling Supervisor
FLSA Status: Non-exempt
Updated on: October 13, 2022

Summary:
As a team member you will schedule patients that are in the office or via telephone, for GI procedures and radiology tests. 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 urgent and non-urgent procedures, GI procedures, radiology test and other needs.
- Review insurance guidelines to schedule procedure/test at the appropriate locations.
- Complete documentation in EHR for anything pertaining to procedure or test.
- Make sure procedure/test is sent to the precertification department
- Enter GI orders into EPIC for procedures scheduled at St. Francis Hospitals.
- Complete any facility paperwork and fax to facility if applicable.
- Review patients medication and health history as needed to determine testing locations and appropriate time frame for scheduling.
- Fax previous imaging, lab results and/or office notes with orders when applicable.
- Review procedure or test instructions in detail with the patient.
- Mail procedure information to patient if applicable.
- Answer incoming calls from Providers, in house staff, hospital staff and patients 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

Knowledge:
- Computer background/knowledge
- Knowledge of medical terminology
- Knowledge of procedure scheduling desirable
- Knowledge of proper telephone etiquette

Skills:
- Must be able to multi task 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 in order 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 learn and retain a large volume of information.
- 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
- Ability to travel between offices locations
- Must be reliable
- Ability to document accurately and concisely
- Ability to perform while under stress
- Must possess sufficient dexterity to perform essential responsibilities
- Multitask Orientation
- Stress Management/Composure
- Teamwork Orientation

Education and/or Experience
A high school diploma or equivalent.
Medical experience

Computer Skills
To perform this job successfully, an individual will need to learn and be proficient with current medical software.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, walk, talk and hear. The employee is required to use hands to finger, handle and reach with hands and arms. The employee must occasionally lift and/or move up to 15 pounds.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

_____   _____

Employee Signature   Date

_____

Print Name