



GASTROENTEROLOGY
ASSOCIATES

Job Description

Job Title: Recall Scheduler
Department: Scheduling
Reports To: Scheduling Manager
FLSA Status: Non-exempt
Updated on: March 24, 2026

Job Summary

Recall Scheduler plays a vital role in patient retention by managing the initial communication and follow-up efforts for patients who are due for office visits, procedures, diagnostic studies, and labs. This person is responsible for scheduling appointments and communicating with other department team members when additional action or orders are needed.

Essential Duties and Responsibilities

Include the following:

- Complete initial communication to patients regarding recall
- Complete additional follow up efforts according to Recall Policy & Procedures
- Confirm accuracy of recall date and type prior to taking any action
- Schedule follow-up office visits
- Order diagnostic studies according to policy and task to the appropriate scheduler for follow-up
- Order and schedule procedures according to policy
- Manage the recall queue by updating recall status, linking recalls to appointments, and updating recall dates
- Review Open Access pre-qualifying questions and send the Health Access Questionnaire to appropriate procedure recall candidates
- Review appropriate health and medical questions for non-colonoscopy procedures, place procedure orders, and task to the appropriate scheduler
- Accurately enter and verify insurance eligibility
- Perform other duties as assigned.

Required Skills/Abilities

- Strong multitasking and problem-solving abilities with a focus on excellent customer service.
- Proficient in computer use; experience with EMR systems preferred and ability to learn medical software quickly.
- Excellent verbal and written communication skills.
- High level of accuracy and attention to detail.

- Adaptable and flexible in a fast-paced environment to meet patient and operational needs.
- Effective time management, prioritization, and organizational skills.
- Ability to work independently while exercising sound judgment and decision-making.
- Reliable and dependable with the ability to remain professional and tactful under stress.
- Team-oriented with a willingness to support colleagues and contribute to overall workflow.

Education and/or Experience

- High school diploma or equivalent required.
- Previous scheduling experience in a healthcare setting preferred.
- Basic computer knowledge and proficiency required.
- Knowledge of medical terminology and procedures preferred.
- Understanding of proper telephone etiquette.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting at a desk and working on a computer.
- Required to sit and talk or hear.
- The employee is frequently required to use hands to finger, handle or feel and reach with hands and arms.
- Must be able to lift up to 15 pounds at a time.
- Must be able to access and navigate each department, and practice and endoscopy center locations.

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

Employee Name

Date

Signature