



Join a Thriving, Physician-Led GI Practice

Are you an Open Access Scheduler looking for a rewarding opportunity in a growing, privately owned gastroenterology practice—not hospital-owned—where your organization and communication skills are truly valued? Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy centers throughout the Upstate and is committed to delivering the highest quality patient care. We offer a regular schedule ending at 5 pm Monday–Thursday and half days on Fridays, giving you more time each week to maintain a strong work-life balance.

This role is ideal for an Open Access Scheduler who is experienced in a medical office or scheduling environment, demonstrates strong attention to detail when coordinating patient procedures, and communicates effectively with both patients and clinical staff while working independently and as part of a collaborative, supportive team.

We are seeking a dedicated individual who will actively support our providers and align with our Mission, Vision, and Values, ensuring every patient receives compassionate, high-quality care.

Our Comprehensive Benefits Package Includes:

- **Medical, Dental, Vision, Life, and Disability Insurance**
- **HSA and FSA options**
- **Competitive retirement plan** with 401(k) and Roth options, **3% employer match**, plus annual discretionary employer contributions
- **Generous PTO program:**
 - 3 weeks your first year
 - 4 weeks after one year
 - 5 weeks after five years
 - 6 weeks after ten years
- **8 paid holidays** (no PTO usage required)
- **\$250 annual uniform allowance**

If you are looking for a long-term career with a respected GI practice that values both excellence in patient care and employee well-being, we would love to meet you.

Job Description

Job Title: Open Access Scheduler

Department: Scheduling

Reports To: Scheduling Manager

FLSA Status: Non-exempt

Updated On: March 25, 2026

Job Summary

The Open Access Scheduler will review a health assessment questionnaire (HAQ) 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

Include the following:

- Electronically file HAQ forms submitted online, by mail, or in-person into patient charts.
- Complete HAQ forms with patients verbally when necessary.
- Review health and medical history documented on submitted HAQ forms and schedule patients appropriately.
- Order and schedule screening and recall colonoscopy, recall EGDs for Barrett's esophagus, and evaluation appointments.
- Accurately and precisely enter and/or update demographic information.
- Accurately enter and verify insurance eligibility prior to scheduling procedures.
- Review insurance guidelines to schedule procedures at appropriate locations.
- Complete documentation in EHR for anything pertaining to procedure or test.
- Send notification of all scheduled procedures to the precertification department.
- Complete any required facility paperwork and fax or email to facility if applicable.
- Review procedure instructions in detail with patients.
- Provide prep instruction documents to patients by mail, email, or portal after reviewing verbally.
- 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 walk-in patients when necessary.
- Perform other duties as assigned.

Required Skills/Abilities

- Strong decision-making, problem-solving, and critical thinking skills.
- Excellent organizational skills with a high level of accuracy and attention to detail.
- Effective verbal and written communication skills; demonstrates tact and professionalism.
- Ability to manage multiple tasks in a fast-paced environment and complete work in a timely manner.
- Strong time management and prioritization skills.
- Adaptable and flexible to changing responsibilities and patient needs.
- Ability to work independently while maintaining accountability.
- Capable of learning and retaining large volumes of information and applying standardized procedures.
- Maintains composure and professionalism under stress.
- Accurate and concise documentation skills.
- Team-oriented with a collaborative approach to workflow and problem-solving.
- Proficient in computer use; able to learn and effectively utilize medical software systems.

Education and/or Experience

- High school diploma or equivalent required.
- Medical scheduling experience preferred.
- Basic computer proficiency required.
- Knowledge of medical terminology preferred.
- Understanding of proper telephone etiquette.

Physical Demands

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.