

Premier Community HealthCare Group, Inc.
Job Description

Job Title: Centralized Scheduler
Department: Support
Reports To: Office Manager (OM)
FLSA Status: Non-Exempt
Prepared Date: 04/2014 **Revised:** 8-2014
Approved By: Chief Financial Officer (CFO)

SUMMARY: Answers incoming phone calls for multiple medical sites, schedule appointments as appropriate and transfers calls to the appropriate department or individual as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following, other duties may be assigned.

1. Answers multiple phone lines in a prompt, courteous, and helpful manner.
 - a. Determine patients needs
 - b. Assist caller with non clinical issues and general site information.
2. Register new or update current patients in current Practice Management System.
 - a. Verifying patients' demographics. (Name, address, phone number etc.)
 - b. Accurately document into Practice Management System.
3. Schedule patient appointment using current Practice Management System.
 - a. Explanation of documents and/or fee needed for visit.
 - b. Summarize call for accuracy.
 - c. Mail out new patient registration forms.
4. Transfer calls accurately in accordance to PCHG guidelines and protocol.
 - a. Transfer clinical calls to appropriate site for additional assistance.
 - b. Transfer billing inquires to the Billing department.
5. Confirms appointments as needed
 - a. Contact patients 24 to 48 hours in advance.
 - b. Verify upcoming appointments or reschedule as needed with patient at time of call.
 - c. Remind patients of forms/ fees required..
6. Ensure patient confidentiality and EMR security at all times.
 - a. Maintain patient information within HIPAA
7. Keep other care team members informed when situations occur that disrupts timely patient flow through site.
8. Consistently participates in and actively adheres to patient care expectations to attain clinical goals set forth in the PCHG Health Care Plans and the Quality Improvement / Quality Assurance (QI/QA)

SUPERVISORY RESPONSIBILITIES: None

GENERAL DEVELOPMENT:

1. Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.
2. Maintains the highest professional and work ethics.
3. Displays enthusiasm toward the work, mission and vision of the organization.

PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:

1. High School Diploma or GED.
2. Basic understanding of medical terminology and documentation.
3. Ability to use basic mathematical skills.
4. Able to perform repetitive tasks.

COMMUNICATIONS SKILLS:

1. Exceptional Customer Service skills.
2. Ability to communicate effectively, verbally and in writing.
3. Excellent grammar, spelling and interpersonal skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
2. Ability to sit for long periods of time.
3. Direct exposure to computer screen.
4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

CARE TEAM MEMBER PRINT NAME

DEPARTMENT

CARE TEAM MEMBER SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE