

Job Title:	Scheduler	Job Status:	Non-Exempt
Reports To:	Scheduling Coordinator	Pay Grade:	
Department:	Scheduling	Department Code:	000198
Location:	Fresno		

**SUMMARY**

Under direct supervision of the Scheduling Coordinator, this individual is responsible for scheduling patient appointments for all Eye-Q Vision Care locations.

**DUTIES AND RESPONSIBILITIES** (Other duties may be assigned)

- Answer incoming scheduling calls within 3-rings in a polite and courteous manner.
  - Answer with `Eye-Q Vision Care Scheduling\_ and your name.
  - Follow guideline provided by supervisor for quality assurance (refer to attachment).
- Confirm appointments and/or reschedule the patient.
  - If necessary, pull the chart from Medical Records.
- Answer questions or take messages.
  - Answer patient questions regarding appointments.
  - Place a CCC order within pt. account with brief detail of patient concerns or request with a contact number for the CCC nurse to contact patient.
- Transfer patient to correct person to help them, announce the call. (Billing, Sx scheduling, etc )
- Verify Medi-Cal eligibility.
- Same day or next day add on - notify Medical Records and Business Office.
- Make appointments for PCP referrals or OD referrals.
  - Return referral slip if appropriate.
  - Call patient with appointment and/or send appointment letter.
- Call patients to move or reschedule appointments when there is a change in the template or the Dr. will not be available.
- Assist with Call Confirmations as needed.
- Check voicemail throughout the day for patient messages.
- Send missed appointment letters:
  - Call patients that do not reschedule (from missed appointment) at two weeks.
  - Send letter to patient and referring doctor with new date/time of appointment.
- Run recall report and send recall cards.
- Work occasional Saturdays.
- Back-up front desk and back-up switchboard, if needed.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Critical thinking skills.

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

**EMPLOYEE ACKNOWLEDGMENT**

I have received a copy of the position description and have read and understand the contents.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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