

SUBJECT: JOB DESCRIPTION— SCHEDULER

JOB TITLE: Scheduler

DATE: August 2010

SUPERSEDES J/D DATED: September 2009

I. JOB DESCRIPTION SUMMARY

The basic function of the Scheduler is to arrange the physicians' day by scheduling hospital procedures and clinic visits.

II. REPORTING RELATIONSHIPS

The Scheduler reports directly to the Triage/Scheduling Manager.

No other positions report to the Scheduler at this time.

III. REQUIREMENTS

A. Education

Required: High school graduation or GED

Preferred: Some secretarial and medical terminology courses.

B. Licensing/Registration/Certification

Required: None

C. Experience

Required: One year's experience in a medical environment. Proficiency in use of computer. Good typing skills.

Preferred: Prior experience with physician scheduling and familiar with area HMO/PPO operations.

D. Skills, Knowledge, and Abilities

Ability to relate to people on the telephone, in a pleasant, business-like manner. Detail oriented. Familiar with computer operations and gastrointestinal procedures.

E. Physical

Body position: Sitting and standing

Body movements: Walking, turning in chair, stooping and reaching for files and using keyboard.

Body senses: Must hear well enough to answer and converse on phone. Must see to read forms, computer terminals, and printouts.

SUBJECT: JOB DESCRIPTION— SCHEDULER

F. Mental

Mathematics: Must be able to count and do basic arithmetic calculations.

Language: Must read and write English at high school level. Must be able to communicate effectively verbally.

IV. WORKING CONDITIONS

Inside and sedentary, requires sitting for long periods.

V. ESSENTIAL FUNCTIONS

| Eval. Score | Item |
|-------------------------------------|--|
| DUTIES AND TASKS | |
| | 1. Follows physician template requirements for scheduling hospital inpatient and outpatient procedures. |
| | 2. Fax physician schedules to the appropriate hospital facility to verify the date and time of patient appointments. |
| | 3. Enters scheduled clinic and procedure appointments in the computer following physician templates. |
| | 4. Enter all pertinent information related to patient care into computer in order that all staff has access to that information. |
| | 5. Enter all pertinent data related to patient insurance into computer. |
| | 6. Communicates efficiently with clinical staff in working with work-ins/add-ons, physician protocol, facility restrictions, and the care of patients. |
| | 7. Communicates efficiently with inter-department staff on changes within the schedule. |
| | 8. Responsible for necessary precertification. |
| | 9. Interaction with insurance companies in order to verify information such as precertification number, group number, etc. |
| | 10. Review of patient information in the computer and add/update information as appropriate. |
| | 11. Communication with internal departments such as Health Information and Nursing in order to obtain required information. |
| | 12. Obtain medical information for insurance utilization review department. |
| | 13. Responsible for knowing insurance policies and staying current on all insurance changes. |
| | 14. Types the daily schedule and sends out nightly to master schedule recipients. |
| | 15. Notifies the physician/physician nurses of consults received. |
| JUDGMENT AND DECISION MAKING | |
| | 16. Demonstrates good judgment and reasoning when investigating and solving problems. |
| | 17. Demonstrates good judgment in respecting the confidentiality of patient and employee information. |
| | 18. Seeks guidance and direction in the performance of responsibilities and duties. |
| | 19. Consistently acts as a customer service representative for the company. |

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| RELATIONSHIPS WITH OTHERS | | |
|--------------------------------------|--|--|
| 20. | | Works well with supervisor and all others in positions of authority. |
| 21. | | Maintains cooperative working relationship with all personnel. |
| 22. | | Promotes a high degree of morale and spirit of motivation within the office. This includes the degree of cooperation, communication and coordination between this function and other employees. |
| 23. | | Demonstrates ability to tactfully handle difficult situations. |
| PLANNING AND TIME UTILIZATION | | |
| 24. | | Consistently shows ability to recognize and deal with priorities. |
| INITIATIVE | | |
| 25. | | Performs all duties in an independent manner with minimal direction and supervision. |
| 26. | | Recognizes and performs duties which need to be performed although not directly assigned. |
| ATTENDANCE AND RELIABILITY | | |
| 27. | | Does not abuse or take advantage of Personal Days Off. |
| 28. | | Always provides proper notification and advance notice of absences. |
| 29. | | Reports to work on time each day and after lunch and break periods. |
| OTHER | | |
| 30. | | Make reasonable efforts to limit the use and disclosure of (PHI) Protected Health Information to the Minimum Necessary in order to perform job. |
| 31. | | Recognizes and performs computer maintenance. This includes weekly virus scan, weekly clean up of temporary/internet files and monthly defragmenting. Food or drink should not be found in or on the computer keyboard, monitor, cpu, etc. Deletes all e-mails with attachments from anyone that you do not recognize. These e-mails should not be opened under any circumstances. |
| 32. | | Maintains a well-groomed appropriate appearance. |
| 33. | | Maintains a clean, well-kept work area. |
| 34. | | Follows all safety rules. |
| 35. | | Attendance of (4) continuing education in-services in the past year. |
| 36. | | Attendance of all general staff meetings and 75% attendance of department staff meetings per year. |
| 37. | | Perform any other duties as may be assigned. |

VI. ACKNOWLEDGEMENTS

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Employee

Date

Nurse Manager

Date

VII. APPROVALS

Director of Clinical Services

Date