

# Job Posting – Clinical Scheduler



<b>Job Title:</b>	Clinical Scheduler	<b>Date to apply:</b>	
<b>Department:</b>	Therapy Services, Hand Therapy	<b>Location:</b>	4605 Sawmill
<b>Days:</b>	Monday – Friday; Occasional Saturdays	<b>Hours:</b>	10:00 am – 6:30 pm – M-F

**Position Summary:** Responsible for scheduling patient appointments for designated area according to Therapy Services protocols. Provides courteous, professional and efficient service to patients and providers.

## Responsibilities/Accountabilities:

### Reception:

- Greets patients upon arrival and provides for accurate and efficient check-in.
- Directs patients within clinic and notifies clinical staff as needed.
- Prepares patient profiles and schedules for next business day including printing, hi-lighting needed information and organizing by provider. Insures all related chart information is current and documentation needed is available.
- Performs medical reception/clerical duties as needed including answering telephones, screening calls, taking messages, pulling patient information, copying, faxing and filing.
- Scan and file documents into electronic patient record such as hand completed therapy forms.

### Business Office/Billing:

- Collects patient demographic and insurance information and performs data entry to update practice management system and medical record including scanning of insurance cards.
- Collects co-payments according to insurance plan information and type of appointment and documents on co-pay record and prints super bills for patient visit based on scheduled appointment.
- Pre-certify procedures as required by insurance provider and documents appropriately

### Scheduling:

- Answer incoming calls to triage and schedule appointments for therapy services and/or take complete and accurate messages. Ensures that related follow-up work is completed timely, (same day or by next day) including relaying message to clinicians to return calls.
- Uses insurance contract list and Therapy Services protocols to determine the most appropriate approach to scheduling patients.
- Make outgoing calls to reschedule appointments as needed or to provide patient reminders of appointment times and information needed for appointments, insurance cards, etc. Call patients who missed appointments to reschedule.
- Check patients out when appointment ends, schedule follow up appointments as requested.
- Copy return to work or physical therapy documents as needed.

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## General:

- Assist patients in movement about clinic including assistance with care and transfers as needed using appropriate body mechanics and equipment.
- Facilitates patient flow by setting up treatments as instructed by therapists.
- Maintains patient care equipment and examination/treatment areas following guidelines for cleanliness, infection control and safety procedures.
- Takes inventory of supplies and stocks supplies, equipment and linens. Alerts Director to purchasing and equipment repair needs.
- Provides other support to Director and physical therapists as directed.
- Responsible for maintaining clean linen stock

## Education, Experience, and Certification/Licensure Required:

- High School Diploma or equivalent required.
- Customer service experience and basic computer skills required, preferably in a windows environment with medical management or other scheduling system.
- Medical terminology or other previous medical office experience desirable.
- Maintains current CPR certification.

To apply for this posting, please submit an internal application to your Divisional HR Department as indicated below for review of your employment records and application processing. Applications from internal candidates will be accepted by HR from 11/06/15 – 11/11/2015.

To apply for this posting, please submit a resume to [humanresources@orthopedicone.com](mailto:humanresources@orthopedicone.com) or Fax to 614-827-8781.

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