



Float, Registration/Scheduling/Switchboard **orthopedic ONE**

Department:	Float,Registration/Scheduling/Switchboard	Location:	Upper Arlington & Dublin
Days:	Monday – Friday	Hours:	40 hours per week ranging between 6:00 am and 8:00 pm depending on coverage needs

Position Summary: Responsible for performing a variety of clerical, telephonic, and organizational duties in support of designated physicians and staff.

Responsibilities/Accountabilities:

Registration (Physician and Therapy):

- Greets patients upon arrival and provides for accurate and efficient registration for Physician and Therapy visits.
- Directs patients within clinic and notifies clinical staff as needed.
- Prepares patient information and schedules for next business day. 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 forms.
- Collects patient demographic and insurance information and performs data entry to update electronic medical record system including scanning of insurance cards.
- Collects co-payments according to insurance plan information and type of appointment and documents on co-pay record.
- Answer incoming calls to triage and schedule appointments at all Therapy Services sites. Ensures that related follow-up work is completed timely, (same day or by next day) including relaying message to clinical staff 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.
- Maintain multiple Microsoft Excel spreadsheets to chart Therapy information such as cancellation rate, daily performance logs, and scheduling wait time from initial visit to evaluation.
- Navigate multiple software systems used to schedule and document patient demographic and insurance information.

Scheduling Phones:

- Answers calls from busy scheduling queue to set appointments.
- Uses physician protocols, insurance participation information, and patient preference to determine most appropriate approach to schedule patients
- Calls patients to reschedule appointments as assigned.



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- Proactively calls referred patients and schedules with appropriate physicians. Documents all attempts and follow through to resolution with referring office regarding communication with referred patients.
- Answers calls from referring providers and/or patients to schedule imaging appointments (MRI). Utilizes the appropriate screening tools to accurately schedule referred patients for imaging appointments.

Switchboard:

- Answers high volume incoming calls to Switchboard
- Opens and closes switchboard following established procedure
- Accurately assesses caller needs to direct the calls to the most appropriate contact i.e., scheduling, case management, billing, clinicians
- Identifies calls which need immediate attention and use paging options to locate clinical staff or physicians

Education, Experience, and Certification/Licensure Required:

- High School Diploma or equivalent required.
- Customer service experience required.
- Basic computer skills in Microsoft Excel and other windows based programs required.
- Prior scheduling experience in a medical office setting preferred.
- Prior orthopedic or sports medicine experience desired.

To apply for this posting, please submit your resume and cover letter to humanresources@orthopedicONE.com or fax to Attn: Human Resources at (614) 386-2090. If offered a position, candidate must be able to pass a pre-employment background check.

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