

Job Posting



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|--------------------|--------------------|-----------------------|------------------------|
| Job Title: | Clinical Scheduler | Date to apply: | |
| Department: | Therapy Services | Location: | Delaware |
| Days: | Monday- Friday | Hours: | M-F 10:30 AM – 7:00 PM |

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:

Scheduling and Registration:

1. Greets patients upon arrival in a prompt, polite and helpful manner
2. Accurately and efficiently checks patients in using practice management system
3. Collects patient and insurance information required to update EMR including scanning insurance cards
4. Collects co-payments according to insurance plan information appointment type and documents if needed on co-pay record
5. Directs patients within clinic and notifies clinical staff as needed
6. Accurately keys patient demographic information in EMR
7. Performs medical reception duties as needed including answering telephones, screening calls, taking messages, and pulling patient information
8. Answers patient questions and responds professionally to patient concerns, i.e., pleasant tone of voice, smile, use courteous language, etc.
9. Answers incoming calls to triage, schedule, or cancel appointments for therapy services and/or take complete and accurate messages. Ensures that related follow-up work is completed in a timely manner (same day or by next day), including relaying message to clinicians to return calls
10. Uses Therapy Services protocols including insurance coverage to determine the most appropriate approach to scheduling patients
11. Makes outgoing calls to reschedule appointments as needed or to provide patient reminders of appointment times and information needed for appointments, insurance cards, etc.
12. Prints schedules and prepares patient information for the following day ensuring medical record is current and documentation needed is available
13. Calls patients who missed appointments to reschedule
14. Checks patients out when appointment ends, schedules follow up appointments as requested
15. Various clerical duties including copying, faxing, scanning, and filing
16. Other duties assigned in support of clinicians or physicians

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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 a resume to humanresources@orthopedicone.com or fax to 614-827-1035.

An Equal Opportunity Employer