

Scheduler, Physician Appointments

Job Title:	Scheduler, Physician Appointments	Date to Apply:	
Department:	Clinical	Location:	4605 Sawmill Road
Days:	Monday - Friday	Hours:	FT 40 hours, ranging from 6:00 am – 8:00 pm

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

Responsibilities/Accountabilities:

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.
- 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.
- Utilizes the appropriate screening tools to accurately schedule internally referred patients for MRI 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.
- Prior scheduling experience in a medical office setting preferred.
- Prior orthopedic or sports medicine experience desired.
- Customer service experience and basic computer skills required.

To apply for this posting, please submit your resume to humanresources@orthopedicone.com fax to 614-827-1035.

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