

## **Family Health Centers – Job Description**

**JOB TITLE:** MEDICAL SCHEDULER

**DEPARTMENT:** Medical Clinic

Revised Date: June 2015

**FLSA STATUS:** Non-Exempt/Hourly

**REPORT TO:** Medical Clinic Operations Manager

**PRIMARY ACCOUNTABILITY:** Responsible for scheduling medical patients for regular and preventive medical appointments to achieve maximum patient access and achieve patient target and other performance objectives.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) Schedule patients for their regular and preventive medical exam appointments
  - a) Provide appointments while adhering to established scheduling guidelines.
  - b) Monitor the medical clinics schedules regularly to ensure maximum access and fill rates.
  - c) Identify and schedule those patients overdue for exam
  - d) Accurately update patient's demographic information and verify insurance for each appointment scheduled.
- 2) Identify and appoint new and established patients for medical visits
  - a) Develop, update and use patient lists from the EPM Report Server
  - b) Use PCMH (Patient-Centered Medical Home) and patient recall protocols to contact patients and schedule appointments
  - c) Monitor Unduplicated Patient, Fill Rate and other appointment scheduling reports for each medical clinic site; work with clinic managers to increase patient access and ensure optimal patient scheduling.
- 3) Under direction of clinic manager, manage provider schedule templates to ensure optimal patient access.
- 4) Performance of administrative duties
  - a) Answer phone calls
  - b) Assist patients with information requests
- 5) Attendance
  - a) Ensure attendance and hours worked are accurately recorded in computerized timekeeping system
  - b) Properly manage paid vacation and sick leave
  - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

### **GENERAL DEVELOPMENT**

- 1) Requires basic organizational skills, typically to organize own work
- 2) Job duties require the ability to work independently and as part of a team
- 3) Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
- 4) Employees are able to effectively select from alternatives to situations encountered on the job
- 5) Work requires consideration of the impact of work product on other employees in the work process
- 6) Duties require the compilation of information

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

The position requires basic reading, writing, and math skills acquired during completion of a high school degree or GED. Position also requires Spanish/English bilingual fluency and the ability to accurately type.

### **TECHNICAL SKILLS**

- 1) Ability to use Microsoft Outlook email client

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- 2) Fully functional in use of the Electronic Practice Management (EPM) program and Report Server programs
- 3) Ability to use a multi-line phone system
- 4) Ability to create and update simple to moderately complex Excel spreadsheets.

### COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
  - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers.
- 3) Job duties require effective phone skills and the ability to guide patients efficiently to available appointment times.

### WORK ENVIRONMENT

Work is performed in an office setting.

### TYPICAL PHYSICAL DEMANDS

<b>Physical Requirements</b>	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm’s length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a*

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*person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signature below acknowledges that I have received a copy of my job description.**

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*Employee Signature* *Date*

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*Witness Signature* *Date*