

SCHEDULING SPECIALIST

Reports to

Lead Scheduling Specialist, Assistant Director of Revenue Cycle Management

Supervisory Responsibility

None

Job Purpose

Scheduling Specialists provide quality patient care answering incoming phone calls, filling HA clients' provider schedules, and facilitating communication between patients and care teams. Schedulers are integral to The Hughes Alan Group's mission to empower providers to be providers.

General Statement of Responsibilities

- Answering telephone calls for medical clinics: first point-of-contact for patients
- Scheduling patients: navigate the scheduling system and schedule patients according to our policies and procedures
- Data entry: demographic and insurance information
- Insurance verification
- Maintaining clinic and patient privacy
- Amazing attitude and excellent customer service. Exhibit positivity, active listening, and empathy
- Thorough knowledge of scheduling policies and procedures
- Clear and professional communications
- Proactivity in solving problems
- Schedules appointments for patients either by phone when they call in. If medical practice offers after-hours/one-day appointments, schedules these appointments following urgent/emergency protocols as in the case of a sick child, which may mean scheduling the patient with a physician or nurse practitioner other than their primary physician.
- Uses manual/computerized system to match physician/clinician availability with patient's preferences in terms of date and time.
- Maintains scheduling system so records are accurate and complete and can be used to analyze patient/staffing patterns.
- Ensures updates (e.g., cancellations or additions) are input daily into master schedule.
- Communicates as needed with physicians/clinicians and other staff about any patient concerns/issues related to scheduling.
- Uses customer service principles and techniques to deal with patients calmly and pleasantly.
- Performs other duties as assigned.

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Requirements

Knowledge, Skills, and Abilities

- Knowledge of medical practice protocols related to scheduling appointments.
- Knowledge of manual/computerized scheduling systems.
- Knowledge of customer service principles and techniques.
- Knowledge of medical terminology.
- Skill in communicating effectively with physicians/clinicians about scheduling preferences.
- Skill in maintaining master appointment schedule via manual or computerized means.
- Ability to multitask effectively, dealing with phone calls, in-office patients, staff, and others pleasantly.
- Ability to communicate calmly and clearly with patients about appointments in all circumstances including when they are ill or have an emergency.
- Ability to analyze situations and respond appropriately.
- Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.

Education

High school diploma, GED or equivalent, required

Experience

One year of experience in customer service or reception, preferably in a medical office setting.

Typical Schedule

Monday – Friday 8am – 5pm. Occasional nights and/or weekend rotations depending on client needs. Scheduling staff are expected to be at their desk and ready to answer the phones 5 minutes prior to their scheduled shift.

Work Environment

In Office: Normal medical office environment with exposure to communicable diseases and other related conditions. Well-lit medical office reception area. Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Occasionally lifting weighing up to 25 pounds. Work may be stressful due to busy incoming call volume.

Remote: Normal office setting. Work requires hand dexterity for computer usage. Requires sitting for extended periods of time. Work may be stressful due to busy incoming call volume.