



JOB DESCRIPTION

Job Title: Scheduler	Salary Grade (HR):
Job Code:	FLSA Status (HR): Hourly-Non Exempt
Department Name: Medical Clinic	Approved By (HR): Teresa Mooney
Reports to (Title): Chief Operations Officer	Date Revised (HR): 04/26/2016
Date Prepared: 04/18/2016	Prepared By: Teresa Mooney

JOB SUMMARY: Acts as a vital communications liaison for scheduling between Administration and the providers, involving the clinic front office and clinic back office. Provides support to clinic front office whenever requested to ensure smooth workflow. HOPES has an integrated team model approach to patient care. Part of the Clinic Scheduler’s responsibility will include participation in organization wide Patient Centered Medical Home activities to enhance patient care.

ESSENTIAL FUNCTIONS:

1. “Tetrising “ of the clinic schedule for providers and patients to ensure optimal and smooth daily flow in operations.
2. Acts as the liaison between the patients and the RNs for walk in patients
3. Aids in getting the patient to the right level of care with the right provider in the right place at the right time, with RN input and support.
4. Performs clinic front office scheduling and coordinates provider and medical assistant schedules.
5. Respond appropriately in prescreening emergency situations, with RN support.
6. Navigates patients in accessing appropriate level of care including
7. Functions as internal communication liaison between clinical team and support services to close loops regarding scheduling changes, blocks and cancellations due to PTO, Continued Education as well as sick leave.
8. Assist Physicians and the Providers with add-ons, no-shows, and blocking schedules as needed during clinic hours.
9. Coordinates established patient walk ins for clinic.
10. Assist with clinic and call center workflow as needed
11. Calls or messages to established patients that have no showed for clinic appointments. Reschedule as appropriate. Work with clinic staff to overcome barriers to ensure appointments are kept.
12. Assist with Ryan White Part B eligible clients with scheduling transportation appointments and accessing transportation services.
13. Verifies Part B eligibility and enters quality management and programmatic data into CAREWare.
14. Assist with planning, and implementation of call-center for clinic.

MARGINAL/ADDITIONAL FUNCTIONS:

1. Assists with other department functions as assigned

REPORTING STRUCTURE:

Supervision Received: Reports to Chief Operations Officer

Supervision Exercised: None

Directly Reporting: None

Indirectly Reporting: None

CONTACTS:

Internal: Medical Clinic Providers, Intake & Eligibility, Service Excellence Navigators, clinical pods and other HOPES staff

External: Patients, Insurance Companies

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities:

- Knowledge of scheduling software, EMR, medical procedures, terminology, and equipment.
- Patient assessment skills. Ability to apply good and sound judgment amidst multiple conflicting priorities and changes, and know when to escalate questions for clarification
- Ability to plan work, establish priorities, and remain flexible.
- Ability to maintain confidentiality. Ability to instruct/teach.
- Demonstrates good judgment and has critical thinking skills
- Demonstrates compassion and uses caring manners with clients
- Has excellent communication skills written and verbal
- Can function well in a high stress environment and under time pressure
- Works well independently and as a critical part of clinic team.
- Can multi-task
- Can speak and document English language clearly and concisely

Education or equivalency: 4 years' experience working with provider and patient scheduling clinic software and proficiency in EMR.

Experience: Working with multiply-diagnosed patients in a case management environment. Bilingual a plus.

Certification/licensure: None

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name

Employee Signature

Date