

## **POSITION SUMMARY:**

The Centralized Scheduling Specialist (CSS) will be responsible for coordinating and accurately scheduling appointments in the NextGen Scheduling Software for all customers. Complete comprehensive customer interviews to gather data to schedule and register customers efficiently and expeditiously. Initiate outbound calls to facilitate registration and scheduling. The CSC is responsible for providing high quality customer service to all providers, patients, co-workers and ancillary departments. The CSC will assist with other tasks as assigned. Job purpose revolves and acts out Hometown Health Center's mission, vision and value statement.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Coordinates and schedules patients, providers, facility resources, ancillary staff to medical appointments and meetings in the software system according to the guidelines established by HHC.
- Provides exceptional customer service, organizational skills and demonstrates the ability to work in a fast-paced team environment.
- Maintain patient confidentiality, at all times.
- Answers and directs telephone lines in a courteous/timely and professional manner.
- Provide patients with HHC resources, general information, location, directions and answers to questions. Referring medical questions to the appropriate location through the EHR Task/Telephone process.
- Obtain pertinent patient medical information in accordance with procedural guidelines.
- Completes data entry and report management tool for tracking dashboards.
- Schedules the Drug Rep lunches per HHC policy.
- Assists with coverage within both locations, cross trained to cover for Patient Specialist and Medical Records.
- Responsible for scheduling MBCHP and any new programs added within the organization.
- Assumes ownership of responsibilities.
- Follows HHC policies, procedures and processes.
- Scheduling of all new patients.

## **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Performs other duties as assigned.

**COMPETENCIES:**

- Suggested Insurance Medical billing.
- Computer literacy
- Excellent written and oral communication skills
- Problem solving skills

**GENERAL EXPECTATIONS:**

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center’s compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures.

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10

pounds. Vision requirements include close vision, distance vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines.

### **QUALIFICATIONS NEEDED FOR POSITION:**

Must possess professional & courteous internal/external customer service skills.

- Strong organizational skills and the ability to work in a fast-paced team environment.
- Work effectively with a team.
- Ability to communicate articulately and comprehend written and verbal communications.
- Ability to function efficiently in a stressful working environment.
- Ability to work collaboratively with people of diverse cultures and lifestyles.
- Ability to communicate effectively with internal and external customers.
- Ability to problem solve independently and in a team environment.
- Basic understanding of medical test and requirements for test as to provide the patients with appropriate information.
- Minimum of 2 years of medical office experience along with basic Medical Terminology and billing (insurances) suggested

### **EDUCATION REQUIREMENTS:**

- High School graduate.

*Hometown Health Center is an equal opportunity employer and provider.*