

Position Title:	Clinical Central Scheduler
Department:	Clinical
Reports To:	Practice Manager
Supervises:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	February 2022

POSITION SUMMARY

The Clinical Central Scheduler is responsible for coordinating and accurately scheduling appointments in electronic health record (HER) while acting as a clinical resource for clerical staff to help answer patient requests/calls. The Clinical Central Scheduler will provide high quality customer service to all provider, patients, co-workers and ancillary departments.

ESSENTIAL JOB FUNCTIONS

1. Scheduling patient visits based upon scheduling policies, availability of providers and the urgency of the appointment directed by the patient's needs.
2. Provides exceptional customer service, organizational skills and demonstrates the ability to work in a fast-paced team environment.
3. Maintains patient confidentiality at all times.
4. Answers the phone quickly with a goal of no more than 3 rings.
5. Answers and directs telephone lines in a courteous/timely and professional manner.
6. Provides patients with HHC resources, general information, location, directions and answers to clerical or clinical questions.
7. Acts as a clinical resource for central scheduling/clerical staff to help answer patient requests/calls.
8. Collects all patient demographics, including verification of insurance.
9. Obtains pertinent patient medical information in accordance with procedural guidelines.
10. Schedules Maine Breast and Cervical Health Program (MBCHP) and any new programs added within the organization.
11. Schedules all new patients at the time of the call.
12. Documents voyager messages in electronic health record, responds timely, and completes follow up.
13. Documents all phone calls immediately following the call.
14. Works on Orders Management.
15. Clinical data entry.

16. Clinically ensures chart update.
17. Gives patient normal lab results.
18. Answers clinical questions within scope.
19. Maintains knowledge of resources so that patients can be quickly connected.
20. Organizes and prioritizes work load.
21. Fills schedules throughout day when patients cancel/reschedule to assist with provider benchmarks.
22. Assists with patient no shows and cancellations.
23. Reviews daily and weekly schedules for accuracy of scheduling – day before and day of.
24. Works on reports such as, preventative, gaps in care, well child, and no-show to get patients scheduled.
25. Assists with population health follow ups as time allows.
26. Participates in daily team huddle.
27. Follows standing order procedures as outlined by practice.
28. Maintains patient files, records and other information in Electronic Health Record.
29. Assists in maintaining compliance with quality assurance standards.
30. Participates in all safety program training, drills and education sessions AND may include assignment to an emergency response team.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Performs other duties as assigned.

COMPETENCIES

1. Good organizational skills to handle multiple priorities while remaining professional and calm.
2. Ability to work with many diverse people.
3. Effective telephone skills.
4. Strong level of confidentiality due to the sensitivity of materials and information handled.
5. Must be able to make suggestions on workflow or system efficiency and effectiveness.
6. Ability to work independently and be self-directed and flexible.
7. Ability to prioritize.
8. Ability to perform functions with minimal supervision.
9. Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS

1. Be committed to the mission of the Hometown Health Center.
2. 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.
3. 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.
4. Be punctual for scheduled work and use time appropriately.
5. Perform duties in a conscientious, cooperative manner.
6. Perform required amount of work in a timely fashion with a minimum of errors.
7. Be neat and maintain a professional appearance.
8. Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
9. Adhere to Hometown Health Center's employee immunization policy.

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.

While performing the duties of this job, the employee is regularly required to stand or sit for prolonged periods of time, and talk and hear. The employee is occasionally required to 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. Noise level is moderate. Very active, fast paced position with short deadlines. At times, must interact with irate patients and remain calm and professional. High risk exposure to blood borne pathogens and chemical hazards.

QUALIFICATIONS NEEDED FOR POSITION

1. At least one-year experience as a Medical Assistant preferred.
2. Good organizational skills to handle multiple priorities while remaining professional and calm.
3. Ability to work with many diverse people.
4. Effective telephone skills.
5. Strong level of confidentiality due to the sensitivity of materials and information handled.
6. Ability to prioritize.
7. Ability to perform functions with minimal supervision.
8. Ability to work at a high-volume level of accuracy.

EDUCATION REQUIREMENTS

The following education requirements are considered essential:

1. Graduate of an accredited program for Medical Assistants preferred.
2. CMA – Certification by the AAMA. RMA or CCMA required at the time of hire or within 60 days of date of hire.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EMPLOYEE ACKNOWLEDGEMENT:

I have received a copy of my job description and can perform the essential functions of the job, with or without reasonable accommodation.

Employee’s Signature

____ / ____ / ____
Date

Print Name

Supervisor’s Signature

____ / ____ / ____

Hometown Health Center is an equal opportunity provider and employer and is an FTCA deemed facility.