

Medical Scheduler

Job Title: Medical Scheduler

Schedule: 8:30AM-5:00PM Monday – Friday; Saturday- once a month

Job Description: Responsible for expediting patient care by scheduling patient's appointments accurately and efficiently; position requires attention to detail, ability to work both independently and within a team, and strong communication skills. This position is a fulltime opportunity. If you are comfortable and have the ability to work in a fast paced environment and are interested in working within a patient focused, employee caring environment.

Logistics: Will sit up front beside front desk receptionist unless needed elsewhere

Experience, Qualifications and Education:

- High school diploma or equivalent.
- Minimum of 2 years Healthcare/call center experience.
- Proficiency in all Microsoft Office Programs, including Word, PowerPoint, Excel and Access.
- Ability to type 30-45 wpm.
- Excellent time management and organizational skills.
- Excellent written and verbal communication skills.
- Must be able to follow detailed instructions and perform repetitious tasks.
- Computer basic keyboard skills, telephone skills and general knowledge of office machines including printers, copier, scanner and credit card machines required.
- Knowledge of basic medical terminology preferred.

Job Duties:

- Answers incoming calls; assesses caller's needs and directs messages to appropriate personnel.
- Handles incoming phone calls from patients needing to schedule or reschedule appointments.
- Follows up with patients to reschedule any missed appointments.
- Obtains and communicates message in an accurate and timely manner.
- Schedules new patients and return appointments in computer system in accordance with physician and/or office guidelines.
- Cancels/reschedules appointments according to physician schedule changes; notifies appropriate clinic personnel.
- Supports Practice Manager in achieving departmental standard for wait times, work times, and abandonment rate.
- Verifies insurance contract requirements when scheduling exams and reminds patient of these requirements during confirmation phone calls.
- Verifies all patient demographic information and insurance information during phone confirmations.

- Provides primary support responsibilities, such as clearing fax machine, verifying out-going faxes are successful and calling offices when clarification is needed.
- Provide support in maintaining and updating patient medical records.
- Covers for other office functions as requested and/or needed.
- Attends staff meetings regularly and follows all company policies and procedures.

Please email resumes to dfpmd1@yahoo.com.