

MASON CITY CLINIC

Job Description

Job Title: Scheduler

FLSA Status: Non-exempt

Job Code:

Employee Group: Non-management

Department: Department Specific, i.e. GI, etc.

General Summary:

Under general supervision and according to prescribed procedures, contacts patients, prepares necessary forms, verifies precertification and collects completed forms. Following prescribed procedures, reviews medical record information to determine appropriate procedure facility. Uses the computer system to order labs, schedule procedures, verify and update patient data. Performs various clerical duties such as answering telephones, preparing physician schedules, copying materials, preparing forms, files and the like.

Principal Duties and Responsibilities:

- 1) Maintains and utilizes computer call back system to coordinate and schedule in a timely manner tests and procedures per indicated Provider timeframe. In doing so, reviews patient history, pertinent past and current diagnosis and working from a predetermined guideline selects appropriate facility. Selects testing date by coordinating schedules of physician, facility and patient.
- 2) Responsible for timely coordination and scheduling of diagnostic testing exams and procedures. In doing so, receives request from providers that includes the patient's name, test(s) and/or procedure(s) to be scheduled, diagnosis and time frame for scheduling.
- 3) Notifies prior authorization department of planned procedure and daily checks (case management notes) to ensure necessary insurance precertification approvals are obtained prior to scheduling tests and/or procedures.
- 4) Coordinates with Business Office to ensure prepayment paperwork is completed in advance when appropriate.
- 5) Notifies patient, referring provider and appropriate facilities of procedure scheduled date and time.
- 6) Records patient account information, time and procedure location into computer system. To include proper documentation of payable diagnosis and proper referrals.
- 7) Prior to scheduled test/procedure provides patients with thorough information on preps, waiver form requirements.
- 8) Following established protocols, schedules required pre-testing or lab necessary to clear patient for procedure. Completes required paperwork, obtains appropriate signatures, and routes to appropriate departments.
- 9) Reschedules as necessary notifying all appropriate facilities of cancellation and documenting cancellation in computer system.
- 10) Notifies appropriate facilities with physician's vacations and schedule changes, and blocks/unblocks computer procedure schedule accordingly.
- 11) Answers telephone calls and retrieves voice messages and returns calls in a prompt efficient manner. Pages Physicians according to department guidelines.
- 12) Works as a supportive team member demonstrating courtesy and helpfulness towards patients, families and co-

workers.

- 13) Listens to patient complaints or concerns, resolves when possible or notifies appropriate person to assist in resolving problem.
- 14) Documents no show appointments as needed per physician's protocol.
- 15) Requests and coordinates when applicable language or deaf interpretative services to communicate to patients their appointment and test prep information and to have at facility when patient procedure is occurring.
- 16) Maintains an adequate level of office supplies and necessary forms and orders office supplies from appropriate department in order to facilitate smooth department operations.
- 17) Maintains various logs of daily activities including physician vacations, meetings, and procedures, number of canceled appointments, patient count, and the like in order to prepare monthly tallies of operating activity.
- 18) Performs various clerical duties such as photocopying forms, reports and patient information, addressing and printing recall letters, labels, mailing and faxing forms, handling special requests by physicians, and other duties as assigned.

Knowledge, Skills and Abilities Required:

- 1) Ability to read and write and basic knowledge of medical terminology and medical procedures and testing normally acquired through completion of 6-12 months post high school education.
- 2) Strong keyboarding and general computer skills, proficiency with Excel, Word preferred.
- 3) Basic knowledge of insurance protocols.
- 4) Approximately three to six months of work related experience necessary in order to become competent in learning the job duties, scheduling department tests and procedures, to learn protocols, policies and procedures, medical terminology, and so forth.
- 5) Superior interpersonal skills necessary in order to deal effectively and courteously with patients and families, and exchange patient related information with a variety of Clinic personnel. Interacts effectively with physicians. Interpersonal skills to manage conflict situations in a calm manner.
- 6) Superior organizational and analytical abilities in order to coordinate schedules to ensure efficient and appropriate scheduling of necessary tests and procedures.
- 7) Position requires the ability to prioritize and multi-task and pay close attention to detail with frequent interruptions.
- 8) Approximately 85-90 percent of work time is spent reviewing patient data, schedules, and so forth.
- 9) Knowledge of facility and surrounding facilities to assist or direct patients to other locations accordingly.

Working Conditions:

Works in a normal office environment where there are few if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

Reports to the Front Office Operations Manager

Approvals:

Department Manager

Date

Administrator

Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Revised: 7/17, 7/19, 3/21

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Job Title: Scheduler

Department: various depts.

Date: 10/2010

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending	X					
Climbing	X					
Crawling	X					
Crouching	X					
Kneeling	X					
Reading						X
Sitting						X
Squatting	X					
Standing		X				
Stooping	X					
Walking		X				

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds	X					
10-20 pounds	X					
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds		X				
10-20 pounds	X					
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision	X		
Depth Perception		X	
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision	X		

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds	X		
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold		X	
Distinguish Range of Temperature		X	
Distinguish Surfaces		X	
Fine Motor Skills to Grasp		X	
Manual Dexterity	X		Keyboarding skills
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly	X		Some patients are hard of hearing
Speak Softly	X		

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)						X
Subjected to interruptions					X	
Subjected to changing work priorities					X	

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					