

TITLE OF POSITION: APPOINTMENT SCHEDULER (SCHEDULING)
CLASSIFICATION: NON-EXEMPT
RESPONSIBLE TO: DISPATCH SUPERVISOR
LIFTING REQUIREMENTS: UP TO 30 POUNDS
EFFECTIVE DATE: OCTOBER 11, 2013
REVISED DATE: JUNE 20, 2016

GENERAL DESCRIPTION:

Under the direct supervision of the Dispatch Supervisor, the Appointment Scheduler I is responsible for the daily scheduling of diagnostic and subspecialty appointments in a manner that is fully integrated with day center operations.

RESPONSIBILITIES:

1. Ensures that appointments are scheduled based on urgency, and is responsible for entering all unscheduled orders in the Recall List.
2. Responsible for double checking the physician order to ensure the Specialist's name and the specialty is the correct one.
3. Maintains an automated scheduling system(s) to create participant appointment matrix which reflect unscheduled orders, scheduled appointments, reschedules and completed appointments.
4. Calls the specialist office to schedule the appointment and promptly informs participant/family member of upcoming appointments.
5. Responsible for communicating via E-mail RNs, LVNs any special instructions given by doctor's office.
6. Participates in weekly meetings with designated staff to discuss and coordinate transportation and escorts for the following 2 weeks' appointments.
7. Maintains an established filing system, retrieves documents, and creates new files as required.
8. Ensures that accurate & timely entries are done daily using appropriate automated systems.
9. Prepares a variety of periodic and special reports that may require gathering of information from different sources, compiling data and arranging it into a proper format.
10. Provides coverage, as necessary, for other members of the department due to vacancies or absences to avoid backlogs and delays.

11. Completes projects and perform other duties as assigned by immediate supervisor, department manager or division chief.

QUALIFICATIONS / REQUIREMENTS:

1. High School Diploma or equivalent.
2. One to two years of office clerical work experience.
3. Experience and proficiency with use of computer and various Windows applications.
4. Must have knowledge of English grammar and spelling.
5. Bilingual preferred (English/Spanish).

KNOWLEDGE / SKILLS / ABILITIES:

1. Medical terminology preferred.
2. Responsible, self-directed but able to accept supervision and constructive criticism in an appropriate manner.
3. Fast and accurate typing skills.
4. Must have skill in dealing with callers, in person and over the phone.
5. Must communicate clearly, exercising courtesy, good judgment and professional conduct.
6. Must have reliable/dependable transportation to and from work.

BIENVIVIR ALL-INCLUSIVE SENIOR HEALTH reserves the right to change or modify the job description and work hours as required by the program and business necessity.

EMPLOYEE STATUS: Full Time _____ Part Time _____ PRN _____ Temporary _____

EMPLOYEE SIGNATURE: _____ DATE: _____