



## JOB DESCRIPTION

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**Job Title:** Scheduler

**Department:** Patient Services

**Reports To:** Patient Services Manager

**FLSA Status:** Hourly

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Are you looking for a career where you can have a flexible schedule, competitive pay and the possibly to work from home? Are you a self-motivated, detail oriented, optimistic individual who loves helping people in the community? If you answered yes to all of these questions then Ogden Clinic is looking for someone just like you! Ogden Clinic's Patient Contact Center is hiring for multiple positions helping schedule patient appointments, handle prescription refill requests and transmit queries to provider offices. Employees who have completed a successful training period will have the possibility to work from home and qualify for a weekly bonus program. Full Time, Part Time and Less than Part Time positions are available.

If you think you are a good fit for this position, please apply at:

<https://www.ogdenclinic.com/about/employment>

### **GENERAL SUMMARY:**

Under the direct supervision of the Patient Services Manager, the Scheduler is responsible for providing excellent customer service skills when scheduling patient appointments according to criteria set forth by individual providers and the department. This position also answers phones and assists with creation of provider schedules.

### **GENERAL RESPONSIBILITIES:**

1. Provide professional and courteous service to all "customers" of Ogden Clinic. Customers include all Ogden Clinic patients, affiliates, providers, administration, employees, co-workers, insurance company representatives, and all other vendor representatives.
2. Meet behavioral expectations and support the dignity of all persons. Also, responsible for the stewardship of resources.
3. Ensure applicable regulatory requirements are complied with and follow guidelines that maintain safety for oneself, patients, visitors, and co-workers.
4. Study, understand, and adhere to all Clinic Policies and Procedures.
5. Demonstrate a thorough knowledge of the CISCO phone system and eClinicalWorks (ECW).

### **ESSENTIAL JOB FUNCTIONS:**

1. Ensure that each appointment is scheduled correctly and in harmony with department and provider preference.
2. Provide excellent customer service while scheduling patients for assigned providers.
3. Make reminder phone calls for next-day appointments.
4. Pre-register new patients for next-day appointments and advise them of correct information to bring to the appointment.

5. Demonstrate compassion and understanding for the patient and caring parties.
6. Maintain a thorough knowledge of CISCO phone system and eClinicalWorks (ECW) computer system.
7. Display patience in understanding and satisfying patient's request.
8. Maintain an adequate level of productivity as defined with the Patient Services Manager.
9. Answer phones within 3 rings.
10. Greet patients in a professional and courteous manner.
11. Accurately note and deliver messages.
12. Collect outstanding patient account balances.
13. Verify medical insurance benefits in a timely manner.
14. Review electronic medical record (EMR) for demographic information with accuracy and completeness.
15. Attend team meetings and team training sessions as scheduled.
16. Timely arrival for all scheduled work shifts. Employees must call prior to the start of shift to inform manager if they cannot report.
17. Arrange for coverage of scheduling station during the hours of 7am to 8pm when it is necessary to leave desk.

**OTHER DUTIES:**

1. Additional responsibilities and tasks as assigned.
2. Maintain confidentiality of patient records and employee/co-worker information.

**QUALIFICATIONS:**

1. EDUCATION: High School Diploma or general education degree (GED).
2. LANGUAGE SKILLS: Proficient in reading and comprehending simple instructions, short correspondence, and memos. Able to write routine reports and correspondence as well as effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
3. Reasoning skills: Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to deal with problems involving a few concrete variables in standardized situations.
4. Effectively manage multiple tasks simultaneously.
5. General office equipment and procedure knowledge helpful.

**CHARACTERISTICS:**

1. Must maintain a positive "can-do" attitude.
2. Must effectively participate as a team member with department and its practices.
3. Must protect confidential information, records, and/or reports.
4. Must communicate effectively in a professional and courteous manner.
5. Must have good organizational skills.

**ENVIRONMENTAL FACTORS:**

1. Requires prolonged sitting and viewing of a computer screen.
2. May require some light bending, stooping, lifting, and stretching for files and supplies.
3. Requires manual dexterity sufficient to operate a keyboard and other office equipment.
4. Must possess all physical abilities necessary to perform the job.
5. Visual requirements: close vision and ability to adjust focus.
6. Noise level is moderate with constant conversations, computers, printers, telephones, etc.

**DISCLAIMER CLAUSE:**

The foregoing description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the job. It is intended to be an accurate reflection of the general nature and level of the job.