

NORTHEAST MONTANA HEALTH SERVICES
CENTRAL SCHEDULING
JOB DESCRIPTION
SCHEDULER

Name: _____

Accountable to: _____

PURPOSE OF YOUR JOB POSITION

The primary purpose of your job position is to perform the patient scheduling for the clinics in accordance with established procedures and as directed by your supervisor.

As the Scheduler, you are the public's initial contact to the facilities. You must display absolute professionalism and courtesy at all times when speaking with the public. You are delegated the responsibilities and accountabilities necessary to carry out your assigned duties.

Every effort had been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar or a logical assignment to your position.

WORKING CONDITIONS

1. Work in a well-lighted, ventilated office area.
2. Fast paced, moderately noisy environment.
3. Is subject to sitting, standing, and bending intermittently through working hours.
4. Is subjected to frequent interruptions.
5. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
6. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
7. May be exposed to infectious diseases and hazardous waste.
8. Must travel between all campuses of NEMHS.

ESSENTIAL JOB FUNCTIONS

1. Must possess a high school diploma or its equivalency.
2. Have a working knowledge of computers.
3. Must be able to work effectively, professionally and present well to the public.
4. Must display proper telephone etiquette at all times.
5. Must be able to communicate effectively orally and in writing.
6. Must be able to communicate effectively with a variety of individuals representing diverse cultures and backgrounds
7. Must be able to function calmly in situations which require a high degree of sensitivity, tact and diplomacy.
8. Must dress appropriately and professionally and in accordance with the personnel handbook.

MAJOR RESPONSIBILITIES

1. **Responsible** for scheduling clinic appointments for health care providers.
 - a. Schedule appointments using guidelines per each provider.
 - b. Patients are to be given another choice of provider or facility if the one they are requesting is booked.
 - c. Assure that no patients are turned away.
2. **Responsible** for collecting the necessary information and completing the scheduling registration on clinic patients.
 - a. Utilizes the computer scheduling system to fully complete patient registration information needed to insure proper billing of each account.
 - b. Verify that the patient's information in the system is up to date such as phone numbers, mailing address, contact information etc.
 - c. Verify insurance carriers of all patients being scheduled.
 - d. Utilize the insurance websites provided by the facility to check patient's eligibility status.

