

JOB DESCRIPTION

Job Classification: Scheduler

Reports to: Patient Access Manager

Supervises: None

Last reviewed: 9/2024

POSITION PURPOSE:

Our scheduling team is responsible for managing patient access and coordinating care team appointments for our clinic.

This role involves working closely with care team staff and patients to ensure efficient scheduling, optimal patient flow, patient registration, data entry, maintaining patient records and serves as an example of excellent customer service to patients, family members, and community partners.

MINIMUM QUALIFICATIONS:

Education: High school diploma or GED required.

Licensure/Certification: Washington State Bilingual Certification for DSHS, preferred

Experience: One year of administrative or specialized office experience preferred. Healthcare terminology and one or more years' experience in healthcare preferred. Bi-lingual in English and Spanish preferred.

Equipment/Skills: Multi-line phone system, Microsoft Office Suite (or equivalent). Electronic Health Systems (EHR/EDR) a plus. Familiarity with computer-based technology, e.g., insurance portals, insurance websites, etc.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Hourly

PRIMARY RESPONSIBILITIES

- A. Educates patients on integrated primary care model and explain services available to them i.e., BH, pharmacy, dental, and medical.
- B. Schedules care appointments with organizations established workflows and insurance protocols, ensuring patients are aligned with in-network providers.
- C. Strives to keep schedules full to ensure patient access and promptly fills canceled appointments.
- D. Confirms patient appointments via automated program(s) and/or phone call.
- E. Addresses and resolves scheduling conflicts or patient concerns promptly and professionally.
- F. Ensure accuracy of all demographics, such as income, address, and insurance verification.
- G. Navigate patient health records across all service lines, as appropriate.
- H. Ensures confidentiality of all patient information.
- I. Coordinates patient care and requests and routes calls to the appropriate personnel e.g., records, referrals, and refills.
- J. Demonstrates respectful, professional, and appropriate behavior that supports a team-oriented work environment.
- K. Attends and participates in staff meetings and trainings.
- L. Support clinic initiatives and meeting quality measures.
- M. Participate in process improvement work.
- N. Works collaboratively with back-office teams to ensure the patients charts are comprehensive.

www.vvhc.org

- O. Language Support Services. Duties:
 - Connect with Language Interpreting Services (i.e., LanguageLine) to communicate with patients in languages other than English.
 - For bilingual staff who have passed the QBS exam for your language, interact with patients in English and your QBS language as well as provide language support service to clinical staff.
- P. Performs other related duties as assigned. Standards:
 - Follows guidelines established at time of assignment.
 - Accepts assignments willingly.
 - Prioritizes workload to ensure timely completion of assignment.
 - Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

Employee Signature

Date

Supervisor Signature

Date