

# **Urology, P.C.**

## **JOB DESCRIPTION: APPOINTMENT SCHEDULER**

### **I. REPORTING RELATIONSHIPS**

- Reports to Office Manager or Administrator.

### **II. INTERNAL RELATIONSHIPS**

- Communicates with Patients, Families, Nursing Staff, Clinical Office, Advanced Practice Providers and Physicians.

### **III. MAJOR DUTIES AND RESPONSIBILITIES**

- Answers and handles incoming calls, assists front desk with all aspects of patients administrative, registration, scheduling, rescheduling, etc.

### **IV. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Retrieves and handles voicemail messages.
- Answers incoming telephone calls and either responds to inquiry, directs caller to appropriate personnel, or initiates a triage message for response by medical personnel.
- Sends new patient forms when appointment is made via mail or patient portal.
- Schedules appointments, cancels and reschedules appointments as directed. Helps send reschedule letters to patients unable to be reached by telephone.
- Tracks confirmed interpreter requests.
- Sends faxes and retrieves and routes incoming faxes.
- Uses HIPAA secure text message system according to protocol.
- Performs other clerical duties as needed such as filing, photocopying, and collating.
- Enrolls patients and imports patient portal templates into patient's charts.
- Maintains information in a confidential manner.
- Adheres to the attendance policies per specific department. Present in-person between the hours of 8:00 am and 5:00 pm and additionally as requested by management.
- All duties and responsibilities must be adhered to in a manner that complies with all Federal and State Laws, UPC/USC standards of conduct and compliance plan and centers for Medicare and Medicaid conditions for coverage.
- *During a Designated Health Emergency, the following become an Essential Duty:*

*Disinfect surfaces that patients and staff members coming in contact with during the course of business. This will entail using an approved disinfecting agent to wipe off countertops, clipboards, exam room chairs, etc.*

- Compliant with CMS Covid-19 vaccine mandate.
- Other duties may be assigned.

## **V. SUPERVISORY RESPONSIBILITIES**

- This job has no supervisory responsibilities.

## **VI. COMPETENCIES**

To perform the job successfully, an individual should be able to demonstrate the following competencies:

- Ability to provide good customer service.
- Ability to receive and provide clear communication
- Ability to read and comprehend simple instructions.
- Demonstrate positive teamwork behavior.
- Follow policies and procedures.
- Prioritize and plan work in a timely manner.
- Complete work in a timely manner.
- Adapt to changes in the workplace.
- Demonstrate good attendance and punctuality.

## **VII. EDUCATION, SKILLS AND EXPERIENCE**

- High school diploma or GED

## **VIII. PHYSICAL REQUIREMENTS**

- Must be able to sit for extended periods of time.
- Must be able to hear normal conversation.

## **IX. WORKING ENVIRONMENT**

- The noise level in the work environment is usually moderate.

Urology, P.C. does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

I have read and understand my job description and my responsibilities. I have been given an opportunity to ask for clarification.

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Signature

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Date