

 Oroville Hospital	<b>Job Description for Central Scheduler</b>	Department:	<b>Central Scheduling/ Financial Counseling</b>
		Dept.#:	<b>8565</b>
		Last Reviewed:	05/08; 08/12
		Last Updated:	

### **Reports To**

Patient Access Manager

### **Job Summary**

Schedules appointments, for various hospital departments, including Radiology, Imaging Services, Cardiology, Nuclear Med, Respiratory Therapy and Same Day Surgery Procedures. The scheduler receives routine functional guidance from the Central Scheduling Supervisor and the Supervisor of Admitting/Registration, concerning community agencies and resources and to make appropriate patient referrals. Manual dexterity is required, as is the ability to concentrate on detail in the midst of other activity. The scheduler schedules approximately 40 patients per day, and has the authority to make appointments for hospital departments according to the schedules they provide. The scheduler will follow very specific protocols in scheduling and the collection of financial information. However, they will have to be alert constantly for “special cases” which they will normally refer to the Supervisor.

### **Duties**

1. The Scheduler assures that patients have all information they need so that they will arrive on time and prepared for their procedures and that the hospital has all of the information required to bill properly for its services
2. Receives requests to schedule procedures from physician offices and patients and schedules the procedure according to the availability of the various departments
3. Provides accurate information so that all departments may view and print the schedule for the appointments daily, and maintains open communication with hospital departments regarding schedule changes

### **Qualifications**

1. Graduation from high school or equivalent is required
2. Previous experience in appointment scheduling in a health care environment is required (e.g., physician office, clinic or hospital)
3. Experience in customer service is very desirable
4. Hospital registration or admitting experience is desirable

5. Experience working with insurance authorization departments and contracts desirable
6. Knowledge of medical terminology and familiarity with medical diagnostic procedures, and health care billing and authorization is required
7. Must be highly skilled in verbal communications, problem solving, and prioritization and organization
8. They must be thorough and able to follow detailed instructions
9. Must be able to meet tight time frames and have excellent customer service skills
10. Typing speed of 45 WPM, and basic experience with main frame computers, calculators, copiers, FAX machines, and multi-line phone systems required
11. Ability to work with speed and accuracy while completing multiple projects is required

### **Lifting Requirements**

This position requires periods of extensive sitting and phone work. It also requires other repetitive motions (e.g., bending, stooping, and twisting, walking, standing, reaching overhead, pushing or pulling).