

Scheduler - Westbourne Family Medicine - Full Time - Days

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Company: The Christ Hospital

Location: United States

Category: other-general

Job Description

Manages daily patient and physician scheduling using Practice Management system for ordering of labs, diagnostic test orders and scheduling doctor's visits, follow-up appointments and hospital procedures and surgeries as needed. Schedules appointments in order to optimize patient satisfaction, provider time and treatment room utilization. Confirms appointments and scans orders into Electronic Medical Record (EMR). Assignments may be of a confidential manner and require judgment and discretion at all times.

Responsibilities

Answers telephone and directs calls to appropriate staff, makes daily patient, physician and other phone calls. Receives and routes messages, correspondence and administrative documents to the appropriate staff. Performs phone system/answering service functions. Manages the physician's outlook calendar as needed.

Greets visitors and patients. Performs patient check-in and check-out including full registration when necessary including determining all insurance coverage's as primary, secondary, tertiary, etc. and completing required paperwork for all appropriate patients. Responds to patient, prospective patient, drug reps and visitor inquiries in a courteous manner. Collects co-pays and outstanding balances. Obtains, records, and updates personal and financial patient information and signatures from Patients as determined by Medicare, State and Federal guidelines. Must stay abreast of current insurance rules and policies.

Maintains cash drawer, logs co-pays and other payments, reconciles balances. May prepare and reconcile deposit slip.

Verifies referrals and performs pre-certifications as appropriate. Types, mails, faxes correspondence as needed including sending patient letters, new patient paperwork, etc.

Manages various work queues in EMR as needed.

Orders office supplies and maintains front office and reception area cleanliness.

All other clerical duties as assigned.

Qualifications

EDUCATION: High School Diploma or equivalent.

YEARS OF EXPERIENCE: One to three years' experience Customer Service required.

Medical office experience and 1-year prior scheduling experience preferred.

REQUIRED SKILLS AND KNOWLEDGE: Copier, fax, telephone system, postage equipment, and computer skills (Microsoft Outlook, Word, and Excel) required. Must be able to multi-task and maintain confidentiality. Must pass skills assessment tests and have the following skills:

Strong verbal and social skills to facilitate working respectfully with patients, physicians, visitors, co-workers, and drug reps in person or by telephone. Excellent customer service skills.

Excellent computer skills in order to utilize Electronic Medical Records systems to find and print records and to scan new records into the system and to utilize the Practice Management System to find whether or not a patient has been seen by this practice, to enter registration data, to scan insurance cards or other identification.

Knowledge of health insurance coverage, requirements.

Ability to make change if co-pays are collected, to post, and to balance the log sheet (basic math).

Analytical skills required to make decisions based on the facility and clinical situation at hand.

Knowledge of and compliance with HIPAA privacy requirements.

About Us

For more than 130 years, The Christ Hospital been the beacon for exceptional healthcare in the Greater Cincinnati community. We're industry pioneers, always pushing the boundaries and reimagining the future of healthcare.

Our culture promotes collaboration, diversity and innovation. Together, as a team, we work tirelessly to enhance healthcare quality, accessibility and safety.

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