

MEDICAL SCHEDULER

DESCRIPTION

The Medical Scheduler position for Appalachian Mountain Project Access functions in a non-profit, non-clinic setting and has the responsibility of managing donated care services through scheduling and tracking of patient medical appointments. The Medical Scheduler will appropriately manage medical resources and build relationships with medical with a positive attitude and detailed knowledge of the organization.

JOB DUTIES INCLUDE

- Accurately schedules patient medical appointments to comply with restrictions of modality/facility resources and the needs of the patient and referring physician.
- Advises referring physicians office and/or patient of any pre-appointment requirements.
- Ensures that a high level of customer service and telephone etiquette is maintained when interacting with physician offices and patients.
- Identifies barriers to medical services and works with a team to minimize those issues.
- Track scheduled medical appointments to determine estimated donated care and stay within allotted budget
- Track provider commitments for scheduled appointments
- Recruit providers to donate services for patients
- Completes and tracks Provider Participation Plans
- Provides patient updates to physicians, care managers and other relevant persons.
- Participates in Case Reviews, Team Meetings, Medical Review Team meetings, and others as assigned.
- Provides education to patients on available resources, appointment preparation, etc.
- Participate in community committees, collaborative projects, education initiatives, and presentations as needed.
- Appropriately document all encounters, help to evaluate the effectiveness of care plans, serve as liaison to community clinics and provider offices.
- Assist with converting to electronic files
- Aid in creating process documents
- Assist in database clean-up
- Aid in answering phones and directing calls (cross-training)
- Assist with other activities as assigned by the Executive Director

JOB EXPECTATIONS INCLUDE

The Medical Scheduler will be able to navigate Microsoft Office products such as Outlook, Word, Excel, Power Point; an email account and shared calendar; operate office equipment such as a copier/printer/scanner, postage machine, etc. S/he will be able to make appropriate and competent detailed notes into a database system. S/he will be professional as well as get along with a small office staff. The Medical Scheduler will be able to communicate and interact with

medical providers and staff as well as patients and patient families. S/he will maintain confidentiality of all patient data and organization operations/strategic planning. S/he will adhere to a Code of Ethics and perform in keeping with the organization's Policies & Procedures, Employee Handbook, and all applicable laws/regulations. S/he will either have or gain knowledge regarding medical terminology, health insurance programs, and community resources. S/he will maintain empathy while establishing and preserving appropriate boundaries. The Medical Scheduler will be willing to learn, teach, and advocate for the organization's mission, vision, and various program aims. S/he will be punctual, dependable, flexible and able to contribute to tasks and projects that may not necessarily fit within the above job description.

JOB QUALIFICATIONS INCLUDE

- Associate's or bachelor's degree in related field
- Prior experience as a scheduler or in a related field (*experience may be considered in lieu of degree*)
- Spanish-Speaking Bi-Lingual a plus
- Experience working with underserved populations
- Excellent written and verbal communication skills
- Strong Organizational skills
- Solid Critical Thinking Skills
- Competency in Microsoft applications including Word, Excel, and Outlook
- Good time management skills
- Experience with administrative and clerical procedures
- Must be able to adapt to stressful and quick changing environment
- Must pass background check and drug test
- Some travel may be required

Salary: \$21 - 26K per year depending on experience (extensive PTO package offered; medical benefits not offered)

Submit Cover Letter, Resume and References to:

Email: Andrea@projectaccesseasttn.org or Fax: 423-232-6707

For more organization information please see attached brochure or visit

www.projectaccesseasttn.org