

JOB TITLE: SCHEDULING COORDINATOR**DEPARTMENT: BUSINESS****SUPERVISED BY: BUSINESS MANAGER****Basic Qualification**

Education/Training: A high school diploma or equivalent; courses in dental/medical terminology and/or 1 year experience preferred.

Skill(s): Proficient in interpersonal relations and communicative skills; ability to work under stress with interruptions and deadlines; ability to master basic math skills; ability to write legibly; ability to communicate technical information to a non-technical audience; ability to think logically in following instructions and procedures; ability to sit for long periods of time; ability to operate modern office machinery.

General Responsibilities

Present a professional, friendly image to patients; assist patients at the reception desk with scheduling appointments and updating patient information; answer incoming calls and route appropriately; organize and track patient records; communicate effectively within the department, as well as, with other departments; assist the Business Manager with tasks to support the departmental operations.

Standard Requirements

1. Support the Mission, Values and Vision of OMAX.
2. Be knowledgeable of patient rights, and ensure an atmosphere, which allows for the privacy and well being of all patients.
3. Participate and cooperate in all procedures and programs involving:
 - a. Safety including universal precautions and safe work practices.
 - b. Confidentiality of all data, including patient, employee and financial data.
 - c. Compliance with all laws and policies that provide for a work place free from harassment and discrimination.
4. Participate and support a teamwork environment:
 - a. Communicate professionally and effectively with doctors and staff.
 - b. Work efficiently with all co-workers to achieve assigned duties with minimal supervision.
 - c. Follow up with supervisor as assigned to address complaints and concerns.
 - d. Promote positive public relations with referring offices, patients and family members.
 - e. Meet required standards for acceptable attendance, flexible work shift, dress and uniform codes including personal hygiene.

Essential Job Duties

1. Answer incoming telephone calls and route appropriately.
2. Assist patients at the reception desk checking-in, checking-out and scheduling appointments.
3. Send Televox patient appointment information to confirm three days in advance. Print daily report and call any unconfirmed patient appointments.
4. Update patient electronic records, entering all patient information into the computer efficiently and accurately.
5. Gather patient information for the following week's schedule.
6. Prepare patient routing slips for the following day's schedule.
7. Contact patients and referring offices when scheduling changes occur.

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8. Document all appointments, cancellations, or notes regarding patient's appointment/treatment in patient's electronic chart.
9. Manage the schedule - handling all changes, problems, questions, and providing answers for doctors, staff, patients and escorts.
10. Act as communications liaison between business staff and surgical staff.
11. Discuss schedule situations with patients and escorts, update them periodically when running behind and provide options to accommodate their needs.
12. Review schedule on a daily basis and make necessary adjustments.
13. Prepare scheduling information for weekly scheduling meeting with doctors and staff.
14. Track incoming radiographs, referrals and models and route to doctor for review.
15. Handle medical records requests from attorneys; copy records and send with an invoice.
16. Contact Incyte for biopsy pick-ups and track date and time in logbook.
17. Remind doctors of meetings scheduled and early/late starts.
18. Monitor the recall list report; print labels and mail reminder cards to patients.
19. Monitor doctor on-call rosters and designate on-call days in the schedule.
20. File patient charts, send outdated charts to Devries for storage and request charts when necessary.
21. Keep reception area presentable for patients at all times.

Other Duties

1. Any other job duties assigned.

Equipment machines used in the performance of this job

The employee must maintain skills necessary to safely and efficiently operate the following equipment and machines used in the performance of this job:

1. Phone System
2. Computer Work Station
3. Printer
4. Digital Copier
5. Scanner
6. Facsimile
7. Postage Meter/Scale

Software used in the performance of this job

The employee must maintain skills necessary to efficiently operate the following software programs used in the performance of this job:

1. OMS Vision
2. Microsoft Word
3. Microsoft Excel
4. Microsoft Outlook