



**Job Title:** APPOINTMENT SCHEDULER – Bilingual (Spanish-English)

**Department(s):** Business Operations

**Position Summary:** Ensures efficient patient phone call flow, schedules appointments, provides clients with excellent customer service and needed information regarding appointments and services. Transfers calls and provides administrative support.

**Supervision Received:** Business Operations Manager or Finance Director

**Supervision Exercised:** None

**Hours/Week** 40  Full-Time  Part-Time  Exempt  Non-Exempt

**FLSA Definition:**

**ESSENTIAL FUNCTIONS:**

- Answers all incoming calls and forward calls to appropriate staff, as needed
- Pre-registers new and established patients verifying demographic and insurance information and makes corrections as needed
- Schedules, cancels and reschedules patient appointments over the phone or the patient portal
- Advises patients of payment policies when scheduling appointments
- Schedules patients with Patient Access Coordinators according to clinic policy (Sliding-Fee applicants, SAGE, MFPP, uninsured and/or underinsured)
- Informs patients of late arrival, cancellation and rescheduling policy
- Takes telephone notes in EMR (Electronic Medical Record) and routes to appropriate staff
- Communicates with Front Desk regarding changes in Provider schedule (PTO, call-ins, add-ons)
- Mails No Show letters to patients
- Reschedules No Show appointments
- Covers Front Desk, as needed following Front Desk Job description
- Daily checks flags and documents in EMR and responds in a timely manner
- Faxes immunization records and referral orders if requested over the phone
- Checks scheduling voicemail inbox and calls patients back as needed
- Performs other duties as assigned

**CORE REQUIREMENTS:**

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

**EDUCATION/QUALIFICATIONS:**

- High school diploma or equivalent
- Two years of appointment scheduling experience in a health care facility preferred
- Spanish language fluency required
- Possesses knowledge of medical terminology; health insurance; appointment scheduling on a computerized system; telephone/switchboard operation
- Good organizational skills
- Detailed-oriented
- Makes decisions with little direct supervision