

Position Description

Scheduling Specialist

SUMMARY:

Under the direction of the Patient Access Supervisor, is responsible for completing all requirements for patient scheduling, pre-registrations, insurance verification and pre-certification. Scheduling Clerk will coordinate with patients, physicians, payers and ancillary departments of the medical center to ensure that all administrative requirements are completed for services provided by the medical center.

DETAIL:

- Utilizes the electronic scheduling software to enter, manage and reconcile appointments for scheduled procedures for ancillary departments.
- Follows documented process controls to ensure accurate and complete patient scheduling.
- Complies with scheduling process to ensure accuracy and timeliness in accordance with established procedures and clinical departmental requirements.
- Verifies insurance information on all inpatient, outpatient, and observation and surgery patients.
- Works with physician offices and ancillary departments, providing information when necessary or forwarding relevant documents.
- Answers telephone calls by stating name and location using correct scripting directs calls appropriately.
- Pre-registers all patients that are scheduled within the scope of the pre-registration department.
- Collects and enters all demographic information used for patient care and billing. Secures and completes all necessary information pertaining to patient status. This information is forwarded to business office, radiology, admitting physician, medical records, and pathology.
- Collects copays, deposits, and deductibles and documents collection status in the system chart.
- Contacts physician office when information is needed.

- Schedules patients for pre-admission testing by the protocol needed through the scheduling system.
- Scans insurance cards and identification, authorizations, orders, and consents. Verifies insurance benefits, enters insurance policies and address information, pre-cert and treatment authorizations when applicable.
- Performs HDX inquiries on all applicable insurance and private pay plans, interprets the HDX response for verification of coverage.
- Completes training on systems and procedures to ensure efficient and productive operations of department.
- Maintains confidentiality.
- Performs other duties as required or assigned.
- Reports on the job as scheduled.
- Follows all standard safety precautions.
- Follows the standards of conduct and policies and procedures of the client and applicable laws and regulations and reports violations through the appropriate chain of command.
- Annually completes required competency assessments.
- Utilize appropriate measures to promote and maintain patient safety.
- Makes decisions which include using the age of the patients treated when appropriate.
- Demonstrates knowledge of operation to include but not limited to the required unit specific equipment/procedures.
- Demonstrates knowledge of on-going unit specific performance improvement activities.

STANDARDS OF BEHAVIOR:

- Compassion – Showing loving concern and understanding for the whole person.
- Hospitality - A warm, helpful and welcoming attitude toward all persons.
- Reverence - Respect for the God-given dignity of each person.

- Interdependence - Cooperation and collaboration among all members of our health care community.
- Stewardship - Responsible use of and accountability for our human, material and financial resources.
- Trust - Integrity, truthfulness and straight-forwardness in relationships.

EDUCATION:

Bachelors degree or equivalent. Business training, computer training and medical terminology would be valuable.

EXPERIENCE:

At least two years of experience in hospital Scheduling and/or Pre-registration.

SKILLS:

Excellent communication and customer service skills. Ability to use computer and type. Should have pleasant personality for meeting the public and should be able to meet all situations with tact and poise.