

## JOB DESCRIPTION

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**Job Title:** Queue Scheduler

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**Classification:** Non-Exempt, Registration 4 pay-scale

**Reports to:** Registration Lead and/or Registration Manager

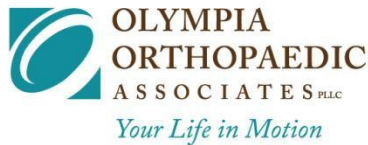
**Supervisory Responsibilities:** None

**Pay Range:** \$22 - \$29.01 (*pay is determined based on a scale of 0-16+ years of experience*)

**General Summary of Duties:** The Queue Scheduler position aides in the patient flow process by answering calls into the practice. The Queue Scheduler would help ensure that calls in are holding for less than 30 seconds, patients calling in are scheduled correctly or transferred to the correct location and ensure their experience with Olympia Orthopaedic Associates is of the highest standard. The person in this position has the opportunity to be cross trained in other Registration positions, to be utilized to cover vacations and absences. The ideal candidate for this position is friendly, outgoing, organized, goal-oriented, hardworking, dependable, detailed, and flexible.

**Essential Job Responsibilities:**

- Answer calls coming into the practice for patient scheduling/questions, and if needed, transfer the patient to the correct staff member for further assistance.
- Calls out to schedule patients from specified/unspecified referrals for assigned body part category.
- Schedule patient appointments received through self-scheduling platform, email appointment requests, and athlete scheduling.
- Responsible for completing 2<sup>nd</sup> and 3<sup>rd</sup> calls on all referrals in their assigned body part category
- Process all new non-urgent referrals into Athena
- Register or create new patient accounts in Athena from email requests or cases
- Promotes positive relationships with all employees, physicians, and the administrative team.
- Fulfills clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/x-ray reports, hospital notes, PCP notes, referral information, etc.; verifying insurance coverage; managing and updating EMR prior to patient being scheduled.
- Review charts to ensure that information is completed and entered appropriately.
- Enters key demographic and insurance information into a permanent account with completeness and accuracy.
- Verifies insurance eligibility requirements needed for scheduling appointments.
- Checks e-mail regularly and responds to established patients who have requested an appointment by liaison to the scheduling team.
- Process voicemails by creating patient cases to appropriate teams
- Maintains patient confidentiality; complies with HIPAA and compliance guidelines established by the practice.
- Maintains detailed knowledge of practice management and other computer software



as it relates to job functions.

- Follows appointment scheduling protocol for each physician when creating ticklers for scheduling team.
- Follows guidelines for patient access when preparing patient information for scheduling.
- Greets patients and referring providers in a courteous manner.
- Maintains the registration process and obtains accurate patient data including demographic, billing, and insurance information.
- Answers telephone calls in a professional manner, assists callers and/or routes the calls appropriately.
- Use pre-defined clinical protocols and take the proper steps to ensure patient referrals are completed to be scheduled accordingly. When special needs arise, appropriately escalate issues outside of existing protocols to meet the needs of the patient.
- Referrals can come through faxes, online appointment requests, phone calls, EMR work queue.
- Completes all other duties as assigned by the Lead or Manager.
- Meets all Productivity Standards/Goals.
- Attends continuing education courses as requested.
- Attends all regular staff meetings.

The above duties and responsibilities are not an exhaustive list of required responsibilities, duties, and skills. Other duties may be added, and this job description can be amended at any time.

#### **Performance Requirements:**

Knowledge:

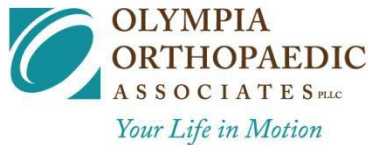
- Knowledge of computer programs and applications
- Knowledge of grammar, spelling, and punctuation to type from draft copy, review, and edit reports and correspondence

Preferred knowledge:

- Knowledge of medical practice management, and electronic medical record systems
- Knowledge of HIPAA rules and regulations and experience in properly handling confidential and sensitive information.
- Knowledge of medical terminology, orthopaedics and musculoskeletal anatomy.
- Knowledge in insurance verification and L&I.

Skills:

- Skill in providing excellent customer service.
- Skill in operating office equipment
- Skill in handling paperwork/scanning/uploading adequately
- Skill in written and verbal communication
- Skill in gather, interpretation, and reporting insurance information



**Abilities:**

- Ability to type 60 words per minute using word-processing software.
- Able to learn/use other computer programs including Microsoft® Excel, e-mail, Internet.
- Ability to work well with a diverse group of professionals in a team environment.
- Ability to flexibly respond to changing demands.
- Ability to organize and prioritize tasks effectively while multi-tasking.
- Ability to communicate via phone, online chats, and emails with patients in a professional manner.
- Ability to interact with patients, families, staff and others in a professional manner.
- Ability to work efficiently and effectively in a fast-paced, clinic environment.
- Ability to work with little supervision.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

**Work Environment:**

Work performed in an office environment, involves frequent contact with staff and patients. May require working under stressful conditions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to communicate and exchange accurate information with other individuals. Regularly operates office machinery including, but not limited, to computers, phones, copy machines, and printers. The employee must be able to be in a stationary position for long periods of time.

**Summary of benefits:**

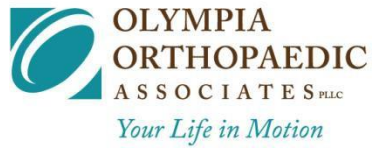
OOA covers part or all of the cost for Health, Dental, Vision, Life Insurance, and Long-term Disability Insurance. Employees are eligible to participate in a 401k plan with company matching. Flex spending plans, uniform allowances, and an Employee Assistance Program available as well. New, full-time staff will accrue a minimum of 17 days of paid time off per year.

**I have read the Queue Scheduler Job Description and understand the functions of the position.**

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*It is the policy of OOA to provide equal opportunity for employment to all individuals regardless of race, color, religion, sex, national origin, age, veteran status, marital status, political affiliation, disability, sexual orientation, or other status protected by local, state, or federal law. All applicants for employment are evaluated on the basis of education, training, experience, skill, aptitude, and other work-related factors.*

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. If you require reasonable accommodation in performing the essential functions of this job, or with participating in any part of the employee selection process,*



*please direct your inquiries to Gabrielle Coviello, Recruiting Coordinator, [careers@olyortho.com](mailto:careers@olyortho.com).*