



Confirmer

Job Title: Confirmer

FSLA Classification: Non-Exempt

Department: Scheduling Department

Supervisor: Scheduling Manager

Job Summary

The Confirmer must represent our company well by being responsible, punctual and motivated to go above and beyond the call of duty. The ideal candidate must also be highly detail-oriented and organized with excellent analytic and problem-solving abilities. It is also important that this individual display excellent verbal and written communication and interpersonal skills. The Confirmer is responsible for scheduling patient appointments in an efficient and timely manner. Answers all incoming calls to scheduling department and directs calls to appropriate personnel as needed. This individual will serve as a liaison between patient and medical staff. Supports and adheres to the Code of Ethics and Business Standards.

Job Description

Duties include, but are not limited to:

- Confirm new patients and return appointments in computer system in accordance with physician and/or office guidelines
- Follows policies and procedures to contribute to the efficiency of the office
- Prepares correspondence, memos, forms and other typing as requested by supervisor

Job Specific Duties

- Ensuring participants are aware of appointments and are reminded regularly
- Identifying issues that may prevent a participant from attending scheduled appointments; and communicating solutions
- Analyzing schedule progress and performance and identifying developing problem areas
- Enters information into Prime Suite and PACE Logic and reviews to ensure accuracy and completeness
- Handles any necessary arrangements for client utilization, i.e. pulling records, determining needs, scheduling, ensuring necessary equipment or supplies are available



- Responds to inquiries on policies and procedures and/or refers questioner to correct staff person
- Demonstrates an understanding of patient confidentiality to protect the patient and organization

Non-Essential Job Functions

- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the center's policies, practices, and procedures.
- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible in schedule of hours worked.

Knowledge, Skills, and Abilities

- Analytical, with highly developed skills in leadership and decision-making.
- Thorough knowledge of current concepts and practices of health and social services to the elderly, particularly of home- and community-based services within an interdisciplinary team facilitation model.
- Knowledge of utilization review, quality assurance, and managed health care concepts.
- Knowledgeable as an advocate for risk-based long-term care programs, specifically the PACE model.
- Basic familiarity with management information systems, including fiscal management issues.
- Excellent planning and multi-tasking abilities.
- Ability to work effectively and harmoniously with staff, elderly, public and private agencies, governmental officials, providers of services, and peers.
- Energetic, well organized, dependable, flexible, and resourceful.
- Effective oral and written communication skills.
- Working knowledge of desktop application software (Microsoft Office).

Working Conditions and Physical Demands

The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.



- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

Experience

- Minimum of one (1) year of experience in an administrative capacity (scheduling, referrals) in a health care setting, preferably in a managed care environment.
- Minimum of one (1) year of documented experience working with a frail or elderly population.

Education and Certification

- Associate's degree or certification health administration related field *preferred*.
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.
- CPR certification.