



## 5.16 Scheduler

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<b>Job Title:</b>	Scheduler
<b>FSLA Classification:</b>	Non-Exempt
<b>Department:</b>	Ancillary Services
<b>Supervisor:</b>	Scheduling Manager

Under the supervision of the Scheduling Manager, the Scheduler 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:

- Schedules new patients and return appointments in computer system in accordance with physician and/or office guidelines
- Obtains and enters all authorization and correspondence relating to referrals in patients charts and computer system
- 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.



**Acknowledgment**

**I have read** the above Scheduler job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

**I understand** the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Fresno PACE for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.

Furthermore, Fresno PACE reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

**I understand** that employment at Fresno PACE is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Fresno PACE at any time and for any reason.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Fresno PACE Representative

\_\_\_\_\_  
Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.



<b>Written Date</b>	08/01/2014	<b>Revised Date</b>	
<b>Reviewed Date</b>	06/21/2017	<b>Discontinued Date</b>	
<b>Approved By and Title:</b> QAPI Committee			