



Scheduler II

Job Title:	Scheduler II
FLSA Classification:	Non-Exempt
Department:	Scheduling
Supervisor:	Scheduling Manager

Job Summary

Under the supervision of the Scheduling Manager, the Scheduler II is responsible for scheduling patient appointments, following up on STAT hospital and emergency room visits. Answers 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.

Job Description

Duties include, but are not limited to:

- Responsible for coordinating, scheduling, and registering patients for inpatient and outpatient surgical procedures, diagnostic testing/labs, and general office visits, internal and external.
- Utilizes a computerized scheduling system and multiple software applications to complete daily functions.
- Schedules new patients and return appointments in the participant's Electronic Medical Record (EMR) in accordance to policies, procedures and scheduling guidelines.
- Serves as a liaison between the participant and care team.
- Completes new patient paperwork related to referrals.
- Obtains appropriate authorization information and transfers authorizations to external provider offices.
- Scans and uploads scheduling related documentation to the EMR.
- Documents appointment statuses in the EMR, utilizing coherent and uniform documentation.
- Promotes a healthy and positive work environment by demonstrating workplace behavior aligned with organizational core values of respect, honesty and integrity, encouragement, patient-centeredness and quality care.
- The Scheduler II will assist in training for new and existing associates.
- Thoroughly proofreads all documentation prior to saving documentation in the EMR and sending communication to external provider offices.
- Follows policies and procedures to ensure broad compliance.



- Follows scheduling workflows, without deviation, unless authorized by the department Program Director.

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,
- Determines participant needs, scheduling, ensuring necessary equipment or supplies are available.
- Responds to inquiries on policies and procedures and/or refers inquiry to correct staff person.
- Demonstrates an understanding of patient confidentiality to protect the patient and PACE organization.
- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- 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

- This position requires medical terminology, excellent phone skills, strong attention to details and excellent customer service skills.
- Ability to operate a multi-line phone system.
- Experience working with electronic health records.
- Experience working with physician orders.
- 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.
- 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.
- Proficient knowledge, beyond beginner level, of Microsoft Office applications (i.e., Outlook, Word, Excel, Power-Point) to prepare reports.

Other Essential Job Functions

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

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 two (2) years 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.
- An accredited Medical Assistant Course with Certificate of Completion preferred.
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above Scheduling II 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.

Written Date	6/17/2019	Revised Date	6/17/2019
Reviewed Date		Discontinued Date	
Approved By	QAPI Committee	Approved Date	