

Job Title:	Scheduler	Job Status:	Non-Exempt
Reports To:	Scheduling Coordinator	Pay Grade:	
Department:	Scheduling	Department Code:	1400
Location:	Fresno		

JOB SUMMARY

Under direct supervision of the Scheduling Coordinator, this individual is responsible for scheduling patient appointments for all EYE-Q Vision Care locations.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.
- Answer incoming scheduling calls in a polite and courteous manner.
 - Answer with “EYE-Q Vision Care Scheduling” and your name.
 - Follow guideline provided by supervisor for quality assurance (refer to attachment).
- Maintain outstanding customer service, both internally (with staff) and externally (with patients).
- Confirm appointments and/or reschedule the patient.
 - If necessary, will be required to review the electronic medical record.
- Answer questions or take messages regarding appointments.
- CCC Triage
 - Communicate with CCC nurse or staff with brief detail of patient concerns or requests.
- Transfer patient to correct person to help them, announce the call. (Billing, Sx scheduling, etc...)
- Make appointments for PCP referrals or OD referrals.
 - Return referral slip if appropriate.
 - Call patient with appointment and/or send appointment letter.
 - Utilize and update referral tasks through the work log as needed.
- Call patients to move or reschedule appointments when there is a change in the template or the Dr. will not be available.
- Assist with Call Confirmations as needed.
- Check voicemail throughout the day for patient messages.
- Send missed appointment letters:
 - Call patients that do not reschedule (from missed appointment) daily.

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- Send letter to patient and referring doctor with new date/time of appointment.
- Run recall report and send recall cards, as directed.
- Work at the switchboard, if needed.
- Other duties as assigned.

MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

KNOWLEDGE OF:

- Knowledge of computer operations including the use of email and web browser and customer service techniques.

SKILLS IN:

- Ability to think quickly and communicate orally with a variety of callers.
- Ability to handle a high volume of calls.
- Ability to locate correct and/or unique spelling of names from the database and/or printed directory.
- Exceptional customer service and communication skills.
- Ability to use or learn computer programs such as Microsoft Excel, internet, e-mail, and NextGen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to manage stress and remain composed in a fast paced, high stress environment.
- Ability to concentrate, retain information and remained focused throughout the work day.
- Ability to hear in person and over the phone in various settings.

EXPERIENCE AND EDUCATION

MINIMUM REQUIRED:

- High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.

PREFERRED:

- None

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LICENSES/CERTIFICATIONS

MINIMUM REQUIRED:

- None

PREFERRED:

- None

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting			X
Standing	X		
Walking	X		
Climbing	X		
Reaching	X		
Bending/Twisting	X		
Kneeling/Squatting	X		
Crawling	X		

WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	R	R	R
11-25 lbs.	N	N	N
26-50 lbs.	N	N	N
51-75 lbs.	N	N	N
> 100 lbs.	N	N	N

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(N) Never = 0% of time

(O) Occasionally = less than 25% of time

(R) Regularly = 25%-50% of time

(F) Frequently = greater than 50% of time

ENVIRONMENTAL CONDITIONS

Significant Exposure to:	Yes/No
Hazardous Equipment	No
Dust	No
Fumes	No
Noise	No
Extreme Heat/Cold	No
Heights	No
Chemicals	No
Hospital Waste/Sewage	No

SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	NA
Repetitive Hand Motion	Both
Power Foot Usage	NA
Repetitive Foot Motion	NA

EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein. Further, I understand this job description is not intended to be an exhaustive list of all duties performed; therefore, its content does not restrict management's right to assign additional duties and responsibilities.

Employee Name (Please Print)

Employee Signature

Date

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