

Central Scheduling – Central Scheduler (CS)

Job Type: Full-time

Location: South County St. Louis

Days: Monday-Friday. No Weekends.

Hours: 8am-5pm

Position Overview: The main responsibility of the Central Scheduler (CS) is to answer the phones and make medical appointments for the Missouri and Illinois offices. This is first point of contact with the patient, so it is important to give a great first impression; speak respectfully and assist the patient as much as possible. This CS position is vital to patient satisfaction and the growth of Next Step Foot and Ankle Centers.

Primary Job Functions

- Answer the phone and Monitor/Maintain Patient Engagement Platform
- Schedule appointments
- At the end of every scheduled appointment, close with the location, doctor, date and time of appointment
- Enter all patient demographic and insurance information correctly when scheduling appointments.
- Directing incoming calls. If unable to assist the patient, identify and transfer to the correct department.
- Check voicemails and return calls the same business day.
- Keep workspace clean and organized.
- Record all patient calls with chart notes.
- Check fax, direct phone line, and EMR messages hourly.
- Fax x-ray orders to appropriate out-patient facility.

Secondary Job Functions

- Verify Insurance in the EMR
- Scan paperwork in a timely manner (within 1 day)
- Make reminder calls.
- Remind patients if insurance referrals are needed.

Job Requirements

- Extensive knowledge of centralized, multiline phone system and portal.
- Extensive knowledge of scheduling within EMR.
- Ability to learn extensions.
- Keyboarding

- Read, sign, and refer to Next Step Foot and Ankle Centers Front and Back Offices Policy and Procedures Manual.
- Knowledge of office equipment and software: phone, fax, scanner, copy machine, EMR, email and Microsoft Office.
- Remain professional and polite on each call.
- Following the scheduling guidelines put into place for each physician.
- Being able to manage/direct patient issues to correct department.

Physical Requirements

- Sit up to 8 hours daily in quiet space.
- Communicate with patients on the phone.
- Willingness to cross train with other departments for continued professional development.
- Travel to other offices.

Education and Experience:

- High school Diploma
- Certified Medical Assistant Preferred
- Previous experience with centralized, multiline phone system and portal preferred.
- Doctible knowledge and/or experience a plus
- Pay: \$14.00 - \$16.00 per hour
- COVID-19 considerations: Masks are worn in the office by staff in clinic areas. Staff are expected to clean their workspace throughout the day, use hand sanitizer and social distance

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Paid time off
- Professional development assistance
- Tuition reimbursement
- Vision insurance

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