



North Idaho

DERMATOLOGY

Medical Scheduler

North Idaho Dermatology
Reports to: Scheduling Manager
FLSA: Non-Exempt
Role: Individual Contributor

DESCRIPTIVE SUMMARY

The Medical Scheduler has the first contact with our patients, providing outstanding customer service. They monitor incoming patient calls and gather information needed to complete the registration process.

ESSENTIAL FUNCTIONS

- Work closely with referral specialist and other team members to obtain patient history to expedite schedule processing
- Schedule an assortment of medical and cosmetic appointments for our clinics
- Become familiar with the scheduling rules that apply to different insurance companies
- Utilize telephone and website solutions to obtain information on patient's eligibility status with insurance companies
- Ensure accurate and timely data entry into practice management and electronic medical record system
- Cross-train and help in other departments as needed
- Practices confidentially and privacy protocols in accordance to the practice policies and HIPAA requirements
- Performs all duties and services in full compliance with North Idaho Dermatology Core Values (Innovation, Professionalism, Optimism, Empathy, & Teamwork)

COMPETENCIES

- Customer/Client Focus
- Communication Proficiency/knowledge of medical terminology
- Problem Solving/Analysis
- Thoroughness/Strong Attention to Detail
- Expectational Organizational Skills



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- Ability to Multitask
- Results Driven

POSITION REQUIREMENTS (REQUIRED & PREFERRED)

- High school or GED
- (1) year of clinical medical office experience
- Experienced in using an EMR system.
- Ability to understand and explain insurance coverage
- Ability to demonstrate excellent customer service and teamwork
- General understanding of HIPAA guidelines
- Proficiency in computer software use, including Word, Excel, and Google docs
- Dermatology experience preferred

SUPERVISORY RESPONSIBILITY

No direct reports

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are the representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions:

- *Physical demands:* While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; eye-hand coordinator; stoop; talk or hear. The employee must occasionally lift/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



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- *Work environment:* General office setting. Constant contact with individuals from any backgrounds; minimum exposure to communicable diseases. Noise level in the work environment is usually moderate.

GENERAL SIGN-OFF: The employee is expected to adhere to all company policies. *Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities and activities may change at any time with or without notice.*

I agree that I have received a copy of this job description and understand the requirements of this position.

Signature

Date

Print Name