Position Description

Title: Scheduling Specialist
Primary Location: Home Program/Main Office
Supervises: None

Reports to: Clinical Supervisor
FSLA Class: Non-Exempt
Effective Date: 8/12/2012

Position Summary:

The Scheduling Specialist is responsible to ensure efficient scheduling of clinical staff and patient care activities and communication with team members regarding scheduling activities, for the clinical and intake departments. Duties include: scheduling of patient and clinical team activities, assisting with patient, staff, physician and referral source phone calls, processing referrals, assisting with billing functions, being a back-up for maintenance of sufficient quantities of clinical documentation and medical supplies, being a resource to all staff with regard to the scheduling component of EMR. This position also serves as back up to the Clinical Team Assistants on an as needed basis.

Qualifications:

1. **Education**: High School Diploma (or equivalent); college experience preferred.
2. **Experience**: Minimum of 1 year of customer service experience required. Experience in a medical office environment is required. Experience with EMR scheduling preferred.
3. **License/Certification**: Valid driver’s license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Performs scheduling activities for all disciplines of the clinical team, including on-call schedule for nurses and Hospice physicians.
2. Collaborates, coordinates and communicates with all members of the IDT to ensure continuity of care for patients and families.
3. Utilizes advanced skills and knowledge for McKesson scheduling module.
4. Act as a resource to all staff regarding the EMR scheduling module.
5. Organizes coverage for staff call outs, vacations and weekends.
6. Creates and distributes weekend schedule.
7. Informs supervisor of concerns in a timely manner.
8. Creates, updates and maintains model calendars and working calendars for all field staff.
10. Communicates with referral sources, patients, families and vendors as needed in a professional and timely manner.
11. Collaborates and communicates with the Intake Coordinator to ensure that all referrals are entered, processed, and scheduled accurately and timely as per HSM policy.
12. Communicates staffing needs (caseload and patient acuity fluctuations) to the Clinical Supervisor/designee as needed. Works with supervisor for team assignments of new patients.
13. Promptly answers and triages all incoming phone calls directed from intake desk in a courteous, professional, and helpful manner.
15. Coordinates phone coverage for breaks, lunch, and planned time off with intake department staff, Clinical Team Assistants and supervisor.
16. Provides back up for diversified administrative duties, including copying and faxing, filling paper in office machines, replaces toner in office machines to facilitate the efficient workflow for the clinical teams and the agency.
17. Provides back up for the maintenance of sufficient inventory of clinical forms, office and medical supplies and orders as needed.
18. Proficiently and efficiently utilizes basic computer skills, including Microsoft applications such as Excel and Word to process referrals, access medication information, etc. and creates and maintains spreadsheets.
19. Accurately enters and maintains patient information in an electronic medical record.
20. Provides back up for the review and processing of day sheets and time summaries, prior to Clinical Supervisor review, according to established guidelines.
21. Tracks and manages commercial insurance authorizations.

Other Job Functions:
The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.
1. Protects the patients’ right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency’s safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
12. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
13. Performs other duties as assigned to support the agency.

Required Skills, Abilities and Knowledge:
1. Reliable and flexible.
2. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations, during busy times, etc.
3. Ability to communicate well, in verbal and written format, with a variety of people.
4. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of the project.
5. Ability to respond well to supervision and to work independently when appropriate.
6. Ability to focus on the objectives of the position.
7. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
8. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
9. Self motivated and self directed.
10. Ability to focus on detail and demonstrate accuracy.
11. Presents as a business professional.
12. Ability to adapt to changing Agency priorities in a positive manner.
13. Administrative support procedures and skills: proficient typing skills, filing, phone and computer skills, including working knowledge of Microsoft Outlook, Word, and Excel.

Physical Requirements:
The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

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<thead>
<tr>
<th>Activity</th>
<th>Occasional (25%)</th>
<th>Frequent (50%)</th>
<th>Continuous (75%)</th>
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<tbody>
<tr>
<td>Lift or transfer</td>
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<tr>
<td>Up to 10 lbs.</td>
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<td>11-20 lbs.</td>
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<tr>
<td>21-50 lbs.</td>
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<td>51-100 lbs.</td>
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<td>&gt; 100 lbs.</td>
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<td>Carry</td>
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<td>Push or pull</td>
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<tr>
<td>Climb</td>
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<td>Reach</td>
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<td>Stoop or bend</td>
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<td>Crouch</td>
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<td>Kneel</td>
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<td>Handle or feel</td>
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<td>X</td>
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<td>Talk</td>
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<tr>
<td>Hear</td>
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<tr>
<td>See</td>
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<td>X</td>
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<tr>
<td>Sit, walk, stand</td>
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<tr>
<td>Distinguish smell/temperature</td>
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<tr>
<td>Exposure to blood borne pathogens and infectious disease</td>
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<td>Exposure to hazardous materials</td>
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<tr>
<td>Repetitive Motion</td>
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Visual Requirements:
1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

Mental Requirements:
Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

Employee’s Signature ___________________________ Date ________________