



313 Jefferson Ave  
Toledo, OH 43604  
419.720.7883 ext. 200

## **SCHEDULING COORDINATOR**

*Reports to Patient Access Manager*

### **GENERAL FUNCTION:**

*To ensure all patients and general public are greeted and treated with courtesy and respect. Ensure patient confidentiality when receiving and entering patient information accurately into the system. Supply current demographics needed for medical staff, referrals, billing and UDS.*

### **DUTIES AND RESPONSIBILITIES:**

- Provides friendly and courteous greetings for patients and/or visitors to the clinics
- Assess insurance eligibility. Obtain and analyze documents
- Assure that new or existing patient registration, insurance and other information is received and entered into the system and updated accurately
- Register new patients; establishing a chart number; refer to Social Worker when necessary
- Generate encounter forms daily for each new or existing patient to be seen
- Update all existing accounts on a per visit basis
- Work closely with medical, medical records, and Lead Registration Specialist to assure successful patient flow
- Maintain and update appropriate logs and records as indicated
- Assist with maintaining Providers appointment scheduling
- Notifies patient and staff of cancellations or schedule changes in a timely manner
- Responsible for insuring the timely cancellation and rescheduling of patients
- Request payments of deductibles, co-pays, self-pays and sliding fee

- amounts; prepares patient receipt
- Prepare cashier log and cash out money drawer at end of each day
  - Follows all procedures as outlined by supervisor.

#### **QUALIFICATIONS:**

- Detail oriented and able to observe and use time wisely
- Pleasant demeanor in the face of stressful and difficult patient situations
- Must have computer knowledge and medical terminology.
- Prefer computer registration experience
- Typing skills of 40-50 wpm accurate.
- Must be well organized, possess professionalism, flexibility and good interpersonal skills
- Must show initiative and ability to use sound judgment in the absence of specific orders
- Ability to maintain patient confidentiality
- Must be able to work independently
- Must be able to lift 25 pounds on occasion
- Prior experience in a Federally Qualified Health Center is preferred.