

POSITION: Scheduler – Scheduling Window

JOB SUMMARY:

The scheduler is responsible for the patient's positive physical therapy experience before, during and after their treatment plan.

FUNCTIONS:

The scheduler is responsible for performing tasks and duties related to Relationship Management, Schedule Management, and Information Management.

DUTIES & RESPONSIBILITIES:

- Greet patients and answer phones in a friendly and courteous manner
- Enter referrals following intake procedures
- Schedule client appointments
- Learn and effectively follow various health insurance requirements when scheduling
- Take patient payments and document appropriately
- Review schedule multiple times daily to fill cancellations and manage the waiting list
- Manage all aspects of the schedule, specifically reviewing each day to discover and/or prevent errors
- Scan and enter Plan of Care approvals
- Balance the workload with the Relationship Management (front) person
- Call to confirm appointments for all initial evaluations for the following day
- Manage scheduling email, checking routinely throughout the day
- Maintain effective communication with the entire office team
- Coordinate with coworkers to file and pull charts for the next business day
- Process medical records requests and calculate postage and invoice amounts
- Call for MRI/X-ray results as requested by clinicians
- Work with coworkers to make weekly follow up calls to referrals not yet scheduled
- Create monthly final notification letters and payment plans
- Sort, categorize, stuff and mail monthly statements
- Assist with special projects, as required
- Assist in keeping the clinic clean and organized
- Manage linen supply/ cleaning/ folding

CONTACT:

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