



CENTRALIZED SCHEDULER

Full-time

Posting Date: August 30, 2017 **Date Available:** Immediately **Posting Number:** HR076116

Position Summary:

This position supports patient care and the revenue cycle by pre-authorizing, scheduling and registering patients for labs, imaging, and/or surgical services. This position will provide patients with pre-procedure instructions, the opportunity to take care of their financial responsibilities, and general hospital information to prepare for their visit. In addition, they will answer phones and provide a variety of clerical duties. The Centralized Scheduler will input pertinent patient information into the EMR system adhering to all HIPAA privacy and patient policies, and act as a liaison between providers and patients and the lab, radiology and surgery departments. A successful candidate will be able to perform multiple duties while prioritizing tasks, focusing on accuracy, and delivering exceptional customer service consistent with the mission and vision of Three Rivers Hospital.

Essential Job Duties:

Greets and assists all visitors and patients as needed and routes phone calls as appropriate. Demonstrates use of computer programs necessary to perform job functions effectively. Schedules and coordinates patient appointments for the Laboratory, Radiology and Surgical Services. Schedules MRI's, CT's, Ultrasounds, Mammograms, X-rays, and outpatient orthopedic surgeries. Completes pre-approval process with the payers prior to scheduled services as required. Verifies health insurance coverage and collects appropriate co-pays. Collects, enters and creates a receipt for payments. Requests referrals from other clinics when patient appointments are scheduled. Makes reminder phone calls to patients for their scheduled appointments. Communicates with team members regarding patient messages, orders, changes, corrections and discharge summaries. Creates and sends pre-registration packets. Obtains required signatures on forms according to established procedures, and ensures information both, ensuring that demographic and insurance information is complete and accurate. Prepares documents for following day pre-admissions that includes stamping forms and laboratory slips. Checks status of pre-admissions on scheduled day to determine if patients made appointments or require rescheduling. Corrects or updates computer records to reflect changes in patient status and ensures that corrected information is forwarded to appropriate departments. Ensures that a minimum of requested patient information is released and only to those parties with approved access to the patient's medical information. Ensures that a current patient release form is signed and on file. Answers telephones and responds to inquiries according to established policies for release of information. Answers basic questions in accordance with the facility's expectations. Cross trains in all other Registration Department duties. Performs other clerical or clinical duties as assigned.

Qualifications:

High school graduate or equivalent and at least one year experience in a medical environment. Knowledge of medical terminology, patient registration and clinic work flow desirable. Work requires the analytical skills to read and understand instructions and to add and subtract numbers. Computer skills are required. Work requires the communication skills necessary to explain policies or procedures; relay patient's needs to appropriate personnel, or otherwise communicate with others in situations requiring sensitivity and tact. Customer service, communication and interpersonal skills are vital to this position. Professionalism, good phone etiquette, accuracy and confidentiality is required. Work is performed in accordance with instructions and procedures but incumbents must organize the work, set priorities, and request occasional exceptions when necessary. Spanish bi-lingual is required.

Days/Hours:

Monday – Friday; 8:00 am – 5:00 pm

FTE:

1.00 FTE; 40 Hours/Week. Benefit Eligible.

Department:

Admissions

Physical Requirements:

Please see Job Description in Human Resources

Interested Candidates may apply in person or by mailing their resume to:

Three Rivers Hospital
Anita Fisk, Director of Human Resources
PO Box 577
Brewster, WA 98812
(509) 689-2517 x 3343

www.threerivershospital.net

afisk@trhospital.net

Three Rivers Hospital is an equal opportunity employer.