

Crusaders Community Health JOB DESCRIPTION

Job Title: WHS Scheduling Coordinator

Job Status: Non-Exempt

Job Grade: 18H

Manager Title: Medical Unit Manager

POSITION SUMMARY:

The Women's Health Services (WHS) Scheduling Coordinator is responsible for oversight and development of patient procedure schedules to maximize patient access and effective business operations. The WHS Scheduling Coordinator reports to the Women's Health Services Medical Unit Manager.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the "Customer Service Standards of Excellence" program when interacting with patients, their families and friends, employees, and general public. Establishes, maintains, and promotes positive working relationships with internal and external customers in support of clinical goals and objectives.
2. Comply with established policies and procedures, objectives, HIPAA, safety and environmental standards.
3. Understanding of Crusader Women's Health provided services and protocols by following policies and procedures; reporting changes as needed.
4. Coordinates patient procedure schedule within Swedish American's technological platforms, ensuring complete, accurate schedules are developed in a timely manner.
5. Coordinates patient procedure schedule within Crusader's technological platforms, ensuring complete, accurate schedules are developed in a timely manner.
6. Manages patient procedure schedule changes and ensures changes are made timely to the schedule templates.
7. Coordinates warranted charity assistance program support for Crusader patients prior to scheduled procedures with Swedish American. This includes initiation and management of patient charity assistance program application.
8. Works in conjunction with the Pap Team to report and follow up on patient testing, results, and necessary follow up appointments and/or procedures.
9. Completes patient phone calls and develops patient letters as needed to support patient outreach processes.
10. Working under the direction of the WHS Management Team and OB/GYN Medical Leadership, manages patient procedure schedule as appropriate.
11. To maximize Operating Room schedule and procedure grid utilization, develops and maintains an understanding of services offered, facility layout, and the number of Crusader Providers available.
12. Meets with new Providers to explain procedure scheduling, charity assistance program, and Pap Team processes.
13. Attends Crusader meetings and trainings as required.
14. Other duties as assigned by manager or designee.

QUALIFICATIONS:

Knowledge of:

- Scheduling practices and concepts
- Medical terminology
- HIPAA laws and regulations

Education/Experience:

- High school diploma or equivalent
- Scheduling experience, preferred

Technical Knowledge:

- Electronic Medical Record software; eClinical Works and Epic knowledge preferred
- Microsoft Office software (Word, Excel, Outlook)
- Office equipment including computers, telephone system, fax machine, and scanners

Ability to:

- Support the mission, goals, and values of the organization
- Follow Crusader Community Health policies and procedures
- Treat others with respect and civility in all encounters
- Provide excellent customer service
- Communicate with employees, patients, and guests in a professional manner
- Exercise good judgment and maintain confidentiality when reviewing critical and sensitive information, records, and reports
- Be a part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Perform job responsibilities with minimal supervision
- Organize own daily schedule to ensure all job responsibilities are met
- Be detail-oriented, ensuring job responsibilities are completed accurately
- Critically think through challenging circumstances
- Manage competing demands
- Adapt to frequent changes in the work environment and adjust approach or methods to best fit the situation
- Perform and react well under pressure
- Identify and resolve problems in a timely manner
- Communicate effectively both verbally and in writing
- Effectively present information and respond to questions from providers and managers
- Accept responsibility for your own actions

Physical Requirement Form

Job Title: WHS Scheduling Coordinator

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	X			
Standing			X	
Walking			X	
Climbing				X
Bending			X	
Pushing / Pulling				X
Carry / Lift				X
1-15lbs				X
15-30lbs				X
30-50lbs				X
Fine hand / Eye Coordination				X
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

Crusader Community Health does not require, nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.