

NORTHEAST MONTAN HEALTH SERVICES
JOB DESCRIPTION
CENTRAL SCHEDULING MANAGER

NAME: _____

ACCOUNTABLE TO: **DIRECTOR, HUMAN RESOURCES**

PURPOSE OF YOUR JOB POSITION

The primary purpose of your job position is to perform clerical support for both the Clinics in accordance with established procedures and as directed by your supervisor.

As the Central Scheduling Manager, you are managing the individuals who are the public's initial exposure to the facility. You must ensure they display absolute professionalism and courtesy at all times whether dealing with the public on the telephone or in person. You are delegated the responsibility and accountability, necessary to carry out your assigned duties.

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar, or a logical assignment to your position.

WORKING CONDITIONS

1. Works in a well lighted, ventilated office area.
2. Is subject to sitting, standing, and bending intermittently throughout working hours.
3. Is subject to frequent interruptions.
4. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
5. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
6. May be exposed to infectious diseases and hazardous waste.
7. Must travel between all campuses of NEMHS.

ESSENTIAL JOB FUNCTIONS

1. Must possess a high school diploma or its equivalency.
2. Preferable to have a working knowledge of computers.

3. Must be able to work effectively, professionally and present well to the public.
4. Must display proper telephone etiquette at all times.
5. Must be able to read, write, speak, and comprehend the English language.
6. Must be able to see and hear, or use prosthetic devices that will enable these senses to function adequately to assure that the requirements of the position can be fully met.

MAJOR RESPONSIBILITIES

1. **Responsible** for managing the employees who are collecting the necessary information and completing the admission registration on all Clinic patients.
 - a. Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account as backup to the central scheduling receptionists.
 - b. Enter insurance carrier of all patients calling the clinics to schedule an appointment.
 - c. Assists in registering patients in person as back-up to the front desk and ER registration.
2. **Responsible** for answering telephone calls and transferring incoming calls to the appropriate voicemail boxes.
 - a. On all incoming telephone calls, schedule an appointment ensuring proper registration and insurance carrier data entry or transfer the call to the appropriate department.
 - b. Responsible for entering IT tickets if/when telephone system is not functioning properly.
3. **Responsible** for managing and training all employees.
 - a. When openings arise, ensure that they are posted and advertised. Review all resumes, conduct interviews and hire appropriate staff.
 - b. Train all new employees to ensure proper procedures are followed. Review mistakes and shore up training gaps.
 - c. Document all attendance and personnel issues, complete yearly reviews and ensure the success of all employees as much as you are able.
4. **Responsible** for prior authorizations.

- a. Complete all prior authorizations as needed for clinic and pharmacy coordinating with necessary parties to ensure timely response.
 - b. Document process and socialize to other departments as necessary.
5. **Responsible** for registration errors and training.
- a. Review all registration errors and identify trends or training gaps.
 - a. Meet with employees, re-train as necessary and document errors accordingly.
6. **Responsible** for scheduling appointments for health care providers.
- a. Schedules appointments using guidelines per each provider.
 - b. Patients are to be given a choice of another provider if the one they are requesting is booked.
 - c. Notify nurses of acute illness/injuries immediately.
 - d. Ensure that no patients are turned away and walk-ins are communicated to front desk staff accordingly.
7. **Responsible** for assuring own education to keep abreast of changes affecting your position.
- a. Attends workshops as directed by your supervisor.
 - b. Attends mandatory facility classes.
 - OSHA
 - Fire Life Safety
 - Worker's Compensation
 - Infection Control
 - Hazcom
 - HIPAA
 - Hazcom/Blood Borne Pathogens

8. **Responsible** for abiding by the policies and procedures of NEMHS.
- a. Follows Employee Handbook.
 - b. Follows Employee Health Policies.
 - c. Follows OSHA, Infection Control and Safety policies.
 - d. Attends mandatory in-service training and training appropriate to your job position.

I have read and understand the above job description. I understand that all listed Responsibilities are essential job functions for this position, and I agree to abide by those duties and responsibilities.

Employee

Date

Supervisor

Date