

**NORTHEAST MONTANA HEALTH SERVICES**  
**CENTRAL SCHEDULING**  
**JOB DESCRIPTION**  
**SCHEDULER**

**Name:** \_\_\_\_\_

**Accountable to:** \_\_\_\_\_

**PURPOSE OF YOUR JOB POSITION**

The primary purpose of your job position is to perform the patient scheduling for the clinics in accordance with established procedures and as directed by your supervisor.

As the Scheduler, you are the public's initial contact to the facilities. You must display absolute professionalism and courtesy at all times when speaking with the public. You are delegated the responsibilities and accountabilities necessary to carry out your assigned duties.

Every effort had 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. Work in a well-lighted, ventilated office area.
2. Fast paced, moderately noisy environment.
3. Is subject to sitting, standing, and bending intermittently through working hours.
4. Is subjected to frequent interruptions.
5. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
6. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
7. May be exposed to infectious diseases and hazardous waste.
8. Must travel between all campuses of NEMHS.

## **ESSENTIAL JOB FUNCTIONS**

1. Must possess a high school diploma or its equivalency.
2. 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 communicate effectively orally and in writing.
6. Must be able to communicate effectively with a variety of individuals representing diverse cultures and backgrounds
7. Must be able to function calmly in situations which require a high degree of sensitivity, tact and diplomacy.
8. Must dress appropriately and professionally and in accordance with the personnel handbook.

## **MAJOR RESPONSIBILITIES**

1. **Responsible** for scheduling clinic appointments for health care providers.
  - a. Schedule appointments using guidelines per each provider.
  - b. Patients are to be given another choice of provider or facility if the one they are requesting is booked.
  - c. Assure that no patients are turned away.
2. **Responsible** for collecting the necessary information and completing the scheduling registration on clinic patients.
  - a. Utilizes the computer scheduling system to fully complete patient registration information needed to insure proper billing of each account.
  - b. Verify that the patient's information in the system is up to date such as phone numbers, mailing address, contact information etc.
  - c. Verify insurance carriers of all patients being scheduled.
  - d. Utilize the insurance websites provided by the facility to check patient's eligibility status.

3. **Responsible** for answering telephone calls and transferring incoming calls to the appropriate departments.
  - a. On incoming calls that do not pertain to scheduling, transfer to the appropriate department. Take messages when needed and record time and date of the message.
  - b. Responsible for notifying the Central Scheduling Director when telephone system is not functioning properly.
4. **Responsible** prior-authorization.
  - a. Collect information to do the prior authorization on either a person's medication, inpatient stay, procedure or CT.
  - b. Submit via phone or fax the proper information or messaging the provider for the provider information on the prior-auth.
  - c. Making sure to follow up with prior authorization requests.
5. **Responsible** for opening and closing the office.
  - a. Closing and locking the office at night.
  - b. Assuring that all the lights and office equipment are turned off and all windows are closed and locked appropriately at the end of the shift.
  - c. Turning on the telephone service at the beginning of the shift and turning it off at the end of the shift.

I have read the above job description and hereby agree to perform the above duties and responsibilities to the best of my ability.

---

**Supervisor**

**Date**

---

**Employee**

**Date**