

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-75

Closing Date: Open until filled



POSITION TITLE: Appointment Scheduler

DEPARTMENT: Patient Access

LOCATION: Winslow

Position Summary:

Under general supervision of the Patient Access Supervisor, the Appointment Scheduler is responsible for assisting in the management of the centralized appointment system and performing reception duties for the Inpatient/Outpatient Clinic. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Receives all calls or requests for appointments to the various clinics. Assigns the date and time for the appointment and enters this information in the RPMS appointment system.
- Makes appointments for patients referred from clinics for follow-up appointments or new visit appointments, consults or specialists. Gives patients instructions regarding appointments, as well as special preparatory instructions as to what is expected of the patient for specific appointments and procedures.
- Conducts exit interviews with patients to determine whether or not the patient understands the treatments, follow-up instructions, medications and return or referred appointments. If clarification is needed, routes the patient back to the appropriate department or provider.
- Verifies patient demographics in RPMS and directs patient to Purchase Referred Care and Patient Benefits Coordinators as needed. Assures proper routing as the patients arrive for appointments.
- Maintaining open communication with the Patient Access Department, Appointment Clerks, and the Revenue Cycle Manager as well as other departments and personnel. Refers patients to Patient Benefit Coordinator if the patient has no insurance coverage or needs coordination of benefits.
- Receives and screens incoming calls for the Outpatient Clinics directing them to their proper destinations, handles requests for routine information personally, and refers all non-routine requests to the proper staff person.
- Maintains, purges, schedules and mails patient waiting list for all medical and specialty clinics in a timely manner. Manages DNKA and no show appointment list and reschedules in a timely manner.
- Maintains strict guidelines when scheduling for all medical and specialty clinics. Receives orders and schedules ultrasound appointments in a timely manner according to availability.
- Some knowledge of OB scheduling according to provider notes.
- Assists providers with clerical duties such as faxing documents, copying, etc.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED. Six months prior experience with inpatient/outpatient registration. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a

Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of Third Party Billing process.
- Knowledge of medical terminology.
- Knowledge of PC data entry and/or RPMS system.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to work under the pressure of dealing with multiple tasks and constant deadlines, while maintaining an attention to detail and accuracy.
- Ability to maintain and adhere to strict confidentiality of medical information and guidelines in accordance with the Privacy Act, HIPAA, AAAHC, EMTALA, and OSHA rules, and regulations.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.