

Position: Physician Scheduler

Department: Scheduling

Reports To: Office Operations Manager

Location: Springdale - Onsite

FLSA: Non -Exempt



HIGHLANDS
ONCOLOGY

I. GENERAL PURPOSE

- Physician Schedulers are responsible for greeting, instructing, directing, and scheduling internal and external appointments for patients and family members, answering phone calls, and maintaining multiple physician schedules.

II. EDUCATION / EXPERIENCE

- High School Diploma or equivalent
- 1 year of Oncology experience preferred
- Excellent verbal communication, interpersonal, and telephone skills
- Strong customer service skills with the ability to quickly adapt in a fast-paced environment
- Knowledge of medical terminology
- Computer, problem solving, and organizational skills
- Ability to work within a team environment
- Knowledge of office machines and equipment

III. JOB DUTIES AND RESPONSIBILITIES

- Thoroughly carry out physician's orders
- Assist with new patient paperwork, updates, and insurance information
- Inform patients of scheduled appointments and provide preparation instructions
- Collect payments and reconcile daily cash collections
- Answer telephones, screen calls, take messages, in accord with established procedures
- Maintain provider schedules (reschedule, cancellations, blocking, labs, chemo, etc.)
- Maintain tidy work and waiting areas
- Timely respond to emails, phone calls, and IM messages
- Routinely address patient and visitor questions
- Substitute for front desk receptionist when needed
- Attend required staff meetings
- Additional duties as assigned

IV. PHYSICAL DEMANDS

- Sitting, standing, and bending for long periods of time
- Occasionally lifting 50 pounds or less