

**HIGHLANDS ONCOLOGY GROUP
PHYSICIAN SCHEDULER
JOB DESCRIPTION**

Position: Physician Scheduler

Department: Scheduling

Reports To: Manager of Scheduling

Location: Float between NH/PW

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.

Job Duties and Responsibilities:

Specific duties include, but are not limited to:

- Thoroughly carries out Physician's Orders
- Assist with new patient paperwork, patient updates and insurance information
- Instruct/remind patients of scheduled appointments
- Collect patient payments
- Reconcile daily cash collections
- Answers telephone, screen calls, takes messages, and provides information in accordance with established Procedures
- Primary oversight for provider's schedule (reschedule, cancellations, blocking, labs, chemo, etc.)
- Maintains neat work and waiting areas
- Timely corresponds to emails, phone calls, and IM messages
- Routinely address patients/family members questions and concerns regarding medical procedures and policies
- Provides information to patients regarding preparation for diagnostics and other upcoming Appointments
- Ability to cover Front Desk Receptionist when needed; per Front Desk Job Description
- Attend required staff meetings
- Additional duties as assigned

Qualifications:

- High School Diploma
- 1 year of Oncology experience preferred
- Multi-tasker, detail-oriented, possess strong customer service skills with the ability to keep up in a fast-paced environment, and extremely flexible
- Strong computer, problem solving, and organizational skills
- Ability to work within a team environment
- Excellent verbal communication, interpersonal, and telephone skills
- Ability to handle heavy phone volume
- 1-2 years of Medical terminology and healthcare experience preferred
- Ability to work in a fast paced Oncology clinic
- Required to be onsite to fulfill job duties
- This job requires use of machines and equipment located onsite
- Must be able to interact and provide services to patient and employees

Physical Requirements:

- Job requires lifting, bending, standing, and sitting for long periods on time

I have read the Physician Scheduler job description above and I have the knowledge, skills, and abilities to perform the job duties as described with or without a reasonable accommodation.

Employee Signature: _____ **Date:** _____