

UW HEALTH JOB DESCRIPTION

PATIENT SCHEDULING REPRESENTATIVE, ASSISTANT SCHEDULING

Job Code: 300059	FLSA Status: Non-Exempt	Mgt. Approval: D. O'Malley	Date: 8.2017
Department : Assisted Scheduling		HR Approval: nnl	Date: 8.2017

JOB SUMMARY

Under the general direction of the Assisted Scheduling Supervisor, the Assisted Schedulers perform scheduling by serving our customers on the phone. Using excellent customer service skills, they are able to assist in scheduling patient appointments, guide patients through a variety of issues and to coordinate multiple appointments for multiple clinics and locations across the UW Health organization.

This position must have knowledge of scheduling guidelines and other requirements for working with patients and their families seeking care in the outpatient clinics that they cover.

MAJOR RESPONSIBILITIES

1. Meet patient needs through a variety of methods including but not limited to:
 - a. Answer incoming phone calls, gathering information to route appropriately
 - b. Schedule appointments via phone, in person or via electronic correspondence
 - c. Schedule follow up appointments
 - d. Coordinate appointments for patients in other clinics
 - e. Coordinate Lab and Radiology appointments
 - f. Cancel and reschedule appointments
 - g. Manage electronic worklists
2. Manage visit prior authorization and referral requirements:
 - a. Counsel patients on prior authorization, referral requirements, and insurance networks as prompted by HealthLink
 - b. Evaluate referrals and link to appropriate upcoming appointments
 - c. Assigns appropriate Transition of Care referrals and submits requests for Medical Assistant referrals.
 - d. Assists with incoming EZ referral process as needed.
 - e. Submit online requests for prior authorization to be completed by UWH Prior Authorization department. Track and manage the request through to appointment resolution.
 - f. Counsel patients on financial responsibility form if referral is not obtained by time of service and collect signature
3. Provide excellent customer service to patients and family members:
 - a. Communicate in a manner consistent with positive patient relations. Provide helpful assistance in anticipating and responding to the needs of all patients and family members.
 - b. Collaborate with customers in planning and decision making to result in optimal solutions.
 - c. Remain calm under pressure and effectively deal with difficult people.
 - d. Independently recognize, interpret, and evaluate situations and their level of urgency.
4. Other miscellaneous tasks could include:
 - a. Assist with the orientation and training of other employees
 - b. Maintains or initiates faxes
 - c. Maintain desk and/or clinic supplies
 - d. Contribute to the smooth operation of practice

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS				
Education	Minimum	High school diploma or equivalent		
	Preferred	Associate or Bachelor's degree in Business Administration, Healthcare, or other related field		
Work Experience	Minimum	1 year of experience working in an office or customer service environment		
	Preferred	<ul style="list-style-type: none"> Previous experience working in scheduling, registration, or a call center Previous experience using Epic Cadence and Prelude software 		
Licenses & Certifications	Minimum			
	Preferred			
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Excellent customer service skills Excellent verbal, listening and written communication skills. Knowledge of and ability to use computers Knowledge of Medical Terminology preferred. Experience with answering phones, greeting clients and customers in person, and scheduling appointments. Ability to handle multiple priorities simultaneously. Demonstrate strong organizational skills. Ability to think independently and demonstrate good problem-solving skills. Ability to work in a team environment and to collaborate with a variety of personnel in a positive manner. 			
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.