UW HEALTH JOB DESCRIPTION

PATIENT SCHEDULING REPRESENTATIVE - BILINGUAL									
Job Code: 310034 FLSA Status: Non-Exempt		Mgt. Approval: W. Adams/P. Zellmer	Date: December 2021						
Department: Ac	cross the system	HR Approval: N. Lazaro	Date: December 2021						
JOB SUMMARY									
The Patient Scheduling Representative is often the first contact of patients when they visit one of our sites or facilities. This position is responsible for greeting patients and working with them in person, on the phone or through electronic correspondence to meet their needs regarding scheduling, updating patient information, checking patients in and out and acting as a liaison in reporting any patient suggestions to management.									
MAJOR RESPONSIBILITIES									
a. b. c. d. e. f. g. h. i. j. k. I.	Check in patients. Make walk-in appointments. Check out patients and print after visit su Schedule appointments via phone, in pe Schedule follow up appointments. Coordinate appointments for patients in a Coordinate Lab and Radiology appointm Cancel and reschedule appointments. Manage electronic worklists. Manage templates for day to day edits a Promote and assist patients in kiosk use	outbound phone calls, gathering information ummaries. rson or via electronic correspondence. other clinics. ients. nd reschedules.	ו to route appropriately .						
a. b. c. d. e. f. g.	Create hospital account records.	ation and transfer to Registration if updates or Questionnaire as needed. ignatures and insurance card scans. anding balances.	are needed.						
a. b. c.	HealthLink. Evaluate referrals and link to appropriate Submit online requests for prior authoriz and manage the request through to appro-	referral requirements, and insurance networ e upcoming appointments. ation to be completed by UWH Prior Author	ization department. Track						
a. b. c. d. e. f.	members. Provide helpful assistance in anticipating Collaborate with customers in planning a Remain calm under pressure and effecti Independently recognize, interpret, and e	th positive patient relations. smiling and making eye contact when gree and responding to the needs of all patients and decision making to result in optimal solu	s and family members. tions.						
a.	miscellaneous tasks could include: Assist with the orientation and training of Maintains or initiates faxes.	fother employees.							

Maintains or initiates faxes. D.

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- c. Maintain desk and/or clinic supplies.
- d. Sort and distribute mail.
- e. Contribute to the smooth operation of practice.

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

				ANDARDS.				
			JOB RE	EQUIREME	INTS			
Educ	cation	Minimum	High school diploma or equivalent					
Preferred			Associate or Bachelor's degree in Business Administration, Healthcare, or other related field					
Work Experience Minimum			6 months of prev	6 months of previous experience in an office or customer service environment				
Preferred								
				· · · · · · · · · · · · · · · · · · ·				
Linor	anna 8 Cartificationa	Minimatura	Previous ex	perience with a	answering	phones, greeting clients and custo	omers in person	
Licer	nses & Certifications	Minimum Preferred						
Requ	uired Skills, Knowledge		Excellent cu	Excellent customer service skills				
			Excellent ve					
				erate a compu				
				of Medical Tern ndle multiple p				
				ganizational sl		multaneously		
						emonstrategoodproblem-solvings	kills	
					vironmer	nt and to collaborate with a variety o	of individuals in a	
			positive mannerBilingual in Spanish					
			Diniguarin	opanish				
		AGE SP	PECIFIC COM	PETENCY	(Clinic	al iobs onlv)		
	Identify age-specific				•	pregularly assess, manage and tre	at patients.	
Inst	tructions: Indicate	the age groups of	of patients served	d either by dire	ect or ind	lirect patient care by checking t	he appropriate	
box	es below. Next,							
Infants (Birth – 11 months)				Adolescent (13 – 19 years)				
Toddlers (1–3 years)				-	Adult (20 – 40 years)			
Preschool (4 – 5 years)					Adult (41 – 65 years)			
	School Age (6				Older Ac	duit (41 – 65 years) duit (Over 65 years)		
		6 – 12 years)		FUNCTIO	Older Ad	dult (Over 65 years)		
Revi		6 – 12 years)			Older Ad		oup of the patient.	
Revi		6 – 12 years)			Older Ad	dult (Over 65 years)	oup of the patient.	
Revi		6 – 12 years)	entify each essentia	al function that	Older Ac NS is perform	dult (Over 65 years)	oup of the patient.	
	ew the employee's job	description and ide	entify each essentia PHYSICAI	al function that	Older Ac NS is perform	dult (Over 65 years) and differently based on the age gro		
Indi	ew the employee's job	e physical requi	entify each essentia PHYSICAI irements of this	al function that REQUIRE job in the co	Older Ac NS is perform EMENT purse of a	dult (Over 65 years) ned differently based on the age gro S a shift. Note: reasonable accomm		
Indi made	ew the employee's job	description and ide e physical requinations by with disabilities	entify each essentia PHYSICAI irements of this	REQUIRE job in the co	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) and differently based on the age gro S a shift. Note: reasonable accomn sition.	nodations may be	
Indi made	ew the employee's job	description and ide e physical requinations by with disabilities	entify each essentia PHYSICAI irements of this	REQUIRE job in the co ential functions Occasiona	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) ned differently based on the age gro S a shift. Note: reasonable accomm	nodations may be	
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Indi made	ew the employee's job cate the appropriat e available for individua sical Demand Leve Sedentary: Ability to	description and ide e physical requinant distributions ls with disabilities	PHYSICAI irements of this to perform the esse	REQUIRE job in the co ential functions Occasiona	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) med differently based on the age gro S a shift. Note: reasonable accomm sition. Frequent	nodations may be Constant 67%-100% of	
Indi made Phy	ew the employee's job cate the appropriat e available for individua rsical Demand Leve	description and ide e physical requinant ls with disabilities b lift up to 10 pounds for carrying such artic	PHYSICAI PHYSICAI irements of this to perform the esse	A function that REQUIRE job in the co ential functions Occasiona Up to 33% of	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) med differently based on the age grown S a shift. Note: reasonable accommunition. Frequent 34%-66% of the time	nodations may be Constant 67%-100% of the time	
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Indi made Phy	iew the employee's job icate the appropriat e available for individual rsical Demand Leve Sedentary: Ability to occasionally lifting and ledgers and small tools one, which involves sitt standing is often neces sedentary if walking an and other sedentary cr Light: Ability to lift up lifting and/or carrying o Even though the weigh a job is in this category	description and ide e physical requi- s with disabilities for carrying such artice Although a sedenta ing, a certain amount isary in carrying out jc d standing are requir teria are met. to 20 pounds maxim f objects weighing up t lifted may only be a	PHYSICAI PHYSICAI irements of this to perform the essed maximum and cles as dockets, ary job is defined as t of walking and ob duties. Jobs are red only occasionally num with frequent t of 10 pounds. negligible amount,	A function that REQUIRE job in the co partial functions Occasiona Up to 33% of Up to 10#	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) red differently based on the age grown S a shift. Note: reasonable accommon sition. Frequent 34%-66% of the time Negligible Up to 10# or requires	Constant 67%-100% of the time Negligible Negligible or constant push/pul	
Indi made Phy	iew the employee's job icate the appropriat e available for individual vsical Demand Leve Sedentary: Ability to occasionally lifting and ledgers and small tools one, which involves sitt standing is often neces sedentary if walking an and other sedentary cr Light: Ability to lift up lifting and/or carrying o Even though the weigh	description and ide ephysical requi- ls with disabilities or carrying such artice . Although a sedenta ing, a certain amoun- sary in carrying out je d standing are requi- teria are met. to 20 pounds maxim f objects weighing up t lifted may only be a when it requires walk	PHYSICAI irements of this to perform the essed maximum and cles as dockets, ary job is defined as t of walking and ob duties. Jobs are red only occasionally hum with frequent t o t 0 pounds. negligible amount, sing or standing to a	A function that REQUIRE job in the co partial functions Occasiona Up to 33% of Up to 10#	Older Ac NS is perform EMENT ourse of a of this pos	dult (Over 65 years) red differently based on the age grown S a shift. Note: reasonable accommunition. Frequent 34%-66% of the time Negligible Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg	Constant 67%-100% of the time Negligible Negligible or constant push/pul of items of	

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pounds.			
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#
any other physical requirements or bona fide pational 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.