

UW HEALTH JOB DESCRIPTION

YOUTH APPRENTICE - PATIENT SCHEDULING / APPOINTMENT CENTER

Job Code: 300099	FLSA Status: Non-Exempt	Mgt. Approval: B. Willey	Date: May 2022
Department: Across the system – AHECP		HR Approval: S. Whitlock	Date: May 2022

JOB SUMMARY

The Youth Apprentice is a junior or senior in high school and enrolled in health sciences or related coursework. The Youth Apprentice may work in either a patient scheduling representative OR an appointment center representative position. Both positions require a high level of customer service skills and the ability to provide high-quality communication and compassion to patients and families.

Working in a patient scheduling position will require that the Youth Apprentice 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.

Working in the Appointment Center will require that the Youth Apprentice will work in a call-center environment and will be grouped with other appointment center staff into pods that each support multiple specialties. Scheduling for designated specialties in the appointment center requires communication and coordination with multiple disciplines and ancillary departments at all UW Health locations. create new medical records, enter and verify demographic, account, and coverage information, schedule appointments, take, route, and follow up on messages with clinics, and coordinate procedure and diagnostic orders as necessary for patient care. The Youth Apprentice ensures that patients flow through the scheduling and registration processes quickly and efficiently following consistent processes, while also delivering great experiences through compassionate interaction.

MAJOR RESPONSIBILITIES

1. Meet patient needs through a variety of methods including but not limited to:
 - a. Answer incoming phone calls and make outbound phone calls, gathering information to route appropriately.
 - b. Check in patients.
 - c. Make walk-in appointments.
 - d. Check out patients and print after visit summaries.
 - e. Schedule appointments via phone, in person or via electronic correspondence.
 - f. Schedule follow up appointments.
 - g. Answer incoming phone calls and make outbound phone calls, gathering information to route appropriately.
 - h. Coordinate appointments for patients in other clinics.
 - i. Coordinate Lab and Radiology appointments.
 - j. Cancel and reschedule appointments.
 - k. Manage electronic worklists.
 - l. Manage templates for day to day edits and reschedules.
 - m. Promote and assist patients in kiosk use.
 - n. Work incoming appointment requests from outside providers, incoming messages report, and other inbound referrals as assigned.
 - o. Clearly document patient requests that require follow-up from the clinic, and route those requests appropriately.
 - p. Warm transfer high priority calls to the clinic and assist with a smooth hand-off.
2. Create and maintain patient records:
 - a. Verify and update patient demographics.
 - b. Verify visit account and insurance information and transfer to Registration if updates are needed.
 - c. Create hospital account records.
 - d. Complete Medicare as a Secondary Payor Questionnaire as needed.
 - e. Collect patient photographs, document signatures and insurance card scans.
 - f. Collect copays, pre-payments and outstanding balances.
 - g. Generate MyChart activation codes.
 - h. Update and verify primary care and referring providers.
3. Manage visit prior authorization and referral requirements:
 - a. Counsel patients on prior authorization, referral requirements, and insurance networks as prompted by HealthLink.

UW HEALTH JOB DESCRIPTION

- b. Evaluate referrals and link to appropriate upcoming appointments.
 - c. Submit online requests for prior authorization to be completed by UWH Prior Authorization department. Track and manage the request through to appointment resolution.
 - d. Counsel patients on financial responsibility form if referral is not obtained by time of service and collect signature.
4. Provide excellent customer service to patients and family members:
- a. Communicate in a manner consistent with positive patient relations.
 - b. Demonstrate a welcome environment by smiling and making eye contact when greeting all patients and family members.
 - c. Provide helpful assistance in anticipating and responding to the needs of all patients and family members.
 - d. Collaborate with customers in planning and decision making to result in optimal solutions.
 - e. Remain calm under pressure and effectively deal with difficult people.
 - f. Independently recognize, interpret, and evaluate situations and their level of urgency.
5. 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. 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.

JOB REQUIREMENTS

Education	Minimum	High school junior or senior, 16+ years old, on track to graduate, enrolled in health science or related coursework
	Preferred	
Work Experience	Minimum	Six (6) months of work experience in a customer service environment
	Preferred	<ul style="list-style-type: none"> • Previous experience working in healthcare • Previous experience scheduling of patients • Previous experience with answering phones, greeting clients and customers in person
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 • Ability to operate a computer • Knowledge of Medical Terminology preferred • Ability to handle multiple priorities simultaneously • Excellent 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 individuals in a positive manner

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

UW HEALTH JOB DESCRIPTION

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 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	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-
	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.