WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION

JOB TITLE: Centralized Scheduling Technician
DEPARTMENT: Patient Access
REPORTS TO: Patient Access Director

JOB SUMMARY: The Technician is responsible for coordinating clerical, receptionist and scheduling duties using the hospital’s information system. The coordination of activities occurs intradepartmental, and with physician offices. Performs other related duties incidental to work described within. The employee must be able to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served on his or her assigned unit. The individual must demonstrate knowledge of the principles of growth and development over the life span and possess the ability to assess data reflective of the patient’s status and interpret the appropriate information needed to identify each patient’s requirements relative to his or her age-specific needs, and to provide the care needed as described in the unit’s policies and procedures.

AGES SPECIFIC TO POSITION:
- Adolescent/Teenager: 14 years through 17 years
- Young Adult: 18 years through 34 years
- Middle Adult: 35 years through 50 years
- Mature Adult: 51 years through 69 years
- Geriatric Adult: 70 or more years

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. Effectively communicates with physicians’ offices and patients to schedule patients for procedures and accurately records patient’s information following hospital procedures.
2. Professionally greets all customers calling or presenting themselves to the centralized scheduling departments in a friendly and helpful manner.
3. Maintains outpatient and physician orders file for those orders received on paper.
4. Performs pre-certification of procedures being scheduled. Works with Case Management and physician offices to obtain needed clinical notes and pre-certification from insurance companies. Verifies insurance of patients.
5. Communicates effectively. Establishes and maintains two-way communication with co-workers, other professional disciplines, physicians and administration. Position requires close coordination with facility coders, Patient Financial Services, clinical departments, I.T., and Case Management.
6. Enter the appropriate diagnostic testing order, demographics, and insurance information into the hospital information system to facilitate patient care and hospital billing procedures.
7. Schedules patients. Learns and understands the scheduling parameters of the different departments the Patient Access department is scheduling procedures for.
8. Maintains the flow of communication in the department, including answering the telephone and providing information and directions for patients and other guests.
9. Verify insurance eligibility by telephone, fax, or internet.
10. Does record search for insurance companies, doctors, hospitals and completes requests for information.
11. Learns the legal compliance issues associated with the scheduling duties. Knowledgeable of appropriate
codes and performs medical necessity testing. Distributes ABN’s as necessary.

SECONDARY FUNCTIONS:

1. Attends meetings as requested and takes notes.
2. Works with other departments to resolve problems and expedite procedures.
3. Solves practical problems, dealing with a variety of issues, and interprets a variety of instructions furnished
   in written and oral form.
4. Serves on committees as requested.
5. Maintains department files.
6. Retrieves mail from hospital and distributes to appropriate staff and delivers mail to the hospital.
7. Works effectively with office physicians daily, being flexible, to maximize office efficiency.
8. May be requested to perform other duties and responsibilities for which the individual is qualified.


EXPERIENCE: Minimum of two years of secretarial, bookkeeping and receptionist experience. Physician
Office, billing and coding experience preferred.

SKILLS: Ability to relate well and work well with all types of people a necessity, along with well-developed
written and verbal skills and interpersonal skills. Must be able to type a minimum of 60 words per minute.

WORKING CONDITIONS: Works in clean, well-lighted, heated and air-conditioned area. Does not have a
private office so must be able to deal with confusing environment at times. Normal work schedule is day shift,
Monday through Friday. May require occasional overtime.
PHYSICAL DEMANDS: Standing, sitting, and walking. May need to deal with crisis situations. Lifting up to 50 pounds. Must be able to see with corrective eye wear, hear clearly with assistance, and speak clearly.

My job requires that I lift:

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<td>A. Up to 10 lbs.</td>
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<td>B. 11 - 24 lbs.</td>
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<td>C. 25 - 34 lbs.</td>
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<td>D. 35 - 50 lbs.</td>
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<td>E. 51 - 74 lbs.</td>
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<td>F. 75 - 100 lbs.</td>
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Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.

2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.

3. Tasks that involve NO exposure to blood, body fluids or tissue are not a condition of employment.

____________________________________  ____________________________
Applicant/Employee Signature          Date