



## Appointment Coordinator Job Description

<b>REPORTS TO:</b>	Angela Simmons	<b>FLSA STATUS</b>	Non-Exempt
<b>DATE</b>	09/28/2020	<b>APPROVED BY</b>	

### JOB SUMMARY:

The Appointment Coordinator schedules and reschedules patients' appointments per established protocols by provider. Provides assistance in medical record with overflow/busy times. Sorts mail and faxes on a daily basis. Assists with registering patients to the patient portal.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Philosophy
  - a) Supports the facility's ideology, mission, goals, and objectives
  - b) Performs in accordance with the facility's policies and procedures
  - c) Follows the facility's standards for ethical business conduct
  - d) Conducts self as a positive role model and team member
  - e) Recognizes patients' rights and responsibilities and supports them in performance of job duties
  - f) Respects patients' rights to privacy, dignity, and confidentiality
  - g) Participates in facility committees, meetings, in-services, and activities
2. Communication
  - a) Communicates effectively and professionally with patients, visitors, physicians, and coworkers
  - b) Interacts with others in a positive, respectful, and considerate manner
3. Financial practices
  - a) Uses facility resources appropriately and avoids wasteful practices
  - b) Reports wasteful practices
  - c) Analyzes work area and makes recommendations for potential cost-effective improvements
4. Compliance program
  - a) Contributes to the progress and development of the organization's adopted compliance program
  - b) Performs according to established compliance policies and procedures
5. Performance-improvement program
  - a) Contributes to the progress and development of the organization's adopted performance-improvement program
  - b) Performs according to established performance-improvement policies and procedures
6. Safety/risk-management program
  - a) Adheres to safety policies and procedures in performing job duties and responsibilities
  - b) Maintains responsibility for safe work area by reporting to safety officer or designee observed or suspected safety violations, hazards, and policy/procedure noncompliance
  - c) Responds to emergency situations with competence and composure
  - d) Reports observed or suspected medical emergencies, notifies appropriate personnel, and responds appropriately



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- e) Identifies facility emergency situations (e.g., fire, disaster) and notifies appropriate personnel and external agencies
- 7. Professional competence
  - a) Participates in continuing education and other learning experiences
  - b) Shares knowledge gained in continuing education with staff
  - c) Maintains membership in relevant professional organizations
  - d) Seeks new learning experiences by accepting challenging opportunities and responsibilities
  - e) Welcomes suggestions and recommendations

### DUTIES

- a) Follows opening and closing procedures according to office guidelines.
- b) Books, coordinates and reschedules patient appointments as needed based on physician appointment protocols to allow the clinics to serve patients most efficiently.
- c) Obtains and enters new patient demographics; updates patient information, as necessary, in the computer system to maintain accuracy for billing (rejection rate of less than 5-7% in Clearinghouse)
- d) Maintains and updates current information on physician schedules; notifies patient of any schedule changes.
- e) Must exercise utmost diplomacy and tact to provide excellent customer service; and provides any necessary instructions or directions.
- f) Informs appropriate staff of patient late arrivals.
- g) Obtains insurance information; may be required to obtain eligibility/verification by contacting insurance companies.
- h) Assists with answering the medical receptionist phone during lunch hours, days off routing incoming calls to appropriate person/department. Takes accurate messages when unable to connect caller to requested party. Receives and distributes all mail, faxes and special deliveries. Assists with processing medical records as needed.
- i) Informs patient of any existing balance noted in computer and requests patient be prepared for any payment due at time of visit
- j) Any other duties as assigned

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each of these tasks satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform these essential functions.

- **Education:** High school graduation or GED or 2 years of related experience and/or training or an equivalent combination of education and experience in a hospital/medical business office setting. Insurance knowledge and Medical Terminology is preferred but not required.
- **Language Ability:** Able to read and comprehend simple instructions, short correspondence or memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the



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organization. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Ability to speak and communicate in Spanish is beneficial.

- Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills: Basic computer skills and operational knowledge are required. Good typing skills
- Certificates and Licenses: None required.
- Personal Skills: Appointment Coordinator must have a pleasant and efficient manner in person and over the phone. Accuracy and attention to detail is essential to the job. The ability to work well under pressure and an awareness and understanding of other cultures are also important. Needs to have reasonable planning and organization skills as well as multi-tasking and prioritization abilities.
- Supervisory Responsibilities: There are no supervisory responsibilities for this position.

#### **WORKING CONDITIONS:**

1. Walks throughout the clinic occasionally.
2. Sits on a hard or cushioned chair frequently.
3. Lifts up to 40 pounds to and from all levels (floor, waist, shoulder, overhead) on an occasional basis.
4. Carries up to 20 pounds occasionally throughout the clinic.
5. Bends, twists, squats and kneels occasionally.
6. Reaches up to 2 feet overhead/in front of oneself on an occasional basis.
7. Near-visual acuity with color perception in order to view computer screen and decipher fine print.
8. Manual dexterity adequate for utilizing a keyboard and calculator and processing paperwork.
9. Ability to adapt to simultaneous, multiple and varied stimuli.
10. Auditory acuity for hearing telephone conversation.
11. Clear speaking voice in order to communicate effectively.
12. Be able to handle stressful, uncomfortable situations.

***The job duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned outside of your primary role by your supervisor through a written request.***

***All positions with ADVANCED ORTHOPAEDICS AND SPORTS MEDICINE are to use due care in the use and communication of patients' protected health information. It is every employee's principal job function to ensure patient confidentiality and failure to maintain confidentiality may, and will, result in sanction and/or discharge.***

*I have read the document and understand the requirements for this job description.*



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Employee Signature

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Date

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Supervisor/Manager Signature

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Date