

**FLORIDA HEART ASSOCIATES, PL
PATIENT SCHEDULING DEPARTMENT
PATIENT SCHEDULING COORDINATOR**

JOB TITLE: Patient Scheduling Coordinator

REPORTS TO: Supervisor - Front Desk

JOB CLASSIFICATION: Non-Exempt

GENERAL DUTIES: Schedules all appointments, procedures and tests for physician and non-physician practitioners. Responsible for maintaining phone tree and answering service messages.

TYPICAL PHYSICAL DEMANDS: Requires prolonged sitting, some bending, stooping, stretching and lifting. Requires eye-hand coordination and manual dexterity sufficient to operate a telephone switchboard, keyboard, photocopier, telephone, calculator and other office equipment. Occasionally lifts and carries items weighing up to 10 pounds. Requires corrected vision and hearing to normal range sufficient to communicate in a clear and understandable manner.

ESSENTIAL DUTIES: Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or other reasons.

1. Schedule and re-schedule appointments, referrals, and office procedures including, but not limited to:
 - Office appointments will include office visits, new patient consults, referrals, holters, event monitors, echocardiograms, regular and nuclear stress tests, carotids, pacemaker checks, PVR's, vascular studies, defibrillator checks, nursing procedures, lipids and protime checks and hospital follow-up visits.
2. Enter new patient demographic information into ECIS.
3. Review and update established patient demographic information in ECIS.
4. Maintain all physician and nurse practitioner schedules as needed.
5. Check daily that the following day's nuclear test schedule is completely booked and if not, adjust as needed; includes other departments.
6. Receive calls from hospitals and page hospital consults to provider.
7. Attend departmental meetings as requested.
8. Management may add or reassign additional duties and responsibilities to this position as needed.

MENTAL REQUIREMENTS:

- Knowledge of physician office schedules and rotations.
- Knowledge of computer systems and applications.
- Knowledge of grammar, spelling, punctuation and sentence structure to communicate with patients, physicians and referring physicians' office staff appropriately.
- Ability to prioritize and organize multiple tasks.
- Ability to manipulate providers' schedules to optimize their productivity in offices.

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- Skill in answering the telephone in a prompt, courteous, helpful and professional manner.
- Ability to speak clearly and concisely.
- Ability to interact with staff member, patients, physicians and referring physicians' office staff appropriately.
- Ability to deal with a high volume of inbound telephone calls
- Ability to work in a fast-paced, sometimes stressful environment
- Ability to accept and deal with last-minute scheduling changes in a calm, professional manner
- Ability to work effectively as a team member.
- Ability to maintain strictest confidentiality.
- Management may add or reassign additional duties and responsibilities to this position as needed.

EDUCATION:

- High school diploma or equivalent.
- Courses in medical technology preferred.
- Experience with computer software scheduling preferred.

EXPERIENCE: Minimum of one year of medical office and telephone experience preferred.