

**JOB TITLE: Medical Scheduler**  
**DEPARTMENT: Medical Scheduling**  
**FLSA STATUS: Non-Exempt**  
**REPORTS TO: Operations Manager**



**ABOUT THE COMPANY:**

Richmond Gastroenterology Associates, Inc. (RGA) has been serving the greater Richmond community since the late 1970s. We provide superior service at every encounter, every day. We are Passionate about Prevention.

**COMPENSATION & BENEFITS:**

RGA is an *Equal Employment Opportunity* employer. We value our employees' time and talent and offer a competitive compensation and benefits package for full-time employees, which includes medical, dental, vision, basic and optional life insurance, long-term disability, flexible spending accounts, health savings account, 401(k) profit sharing, paid holidays, paid time off, tuition reimbursement, a competitive salary and an enjoyable work environment.

**ABOUT THIS POSITION:**

The Medical Scheduler plays a vital role in the medical office and in many respects, is the "voice of the company." This position requires excellent interpersonal skills, impeccable telephone etiquette, a friendly and outgoing personality, and the ability to multi-task in a fast-paced healthcare environment.

**ESSENTIAL JOB DUTIES:**

**The Essential Job Functions are:**

- Answers and triages incoming calls as appropriate. Routinely checks and responds to Voicemail Messages within defined time periods. Documents communication in patient record, as appropriate and sends appropriate communications to providers and management as necessary.
- Schedules new and follow-up Office Appointments, and Endoscopic Procedures, along with new services including telemedicine and diagnostic tests, if instructed for all RGA providers.
- Contacts patients who have requested appointments through electronic means, including website or pMD in a timely manner. Schedules patients who have been referred to RGA and communicates status of patient referral to referring provider.
- Initiates and/or completes Patient Registration process. Creates, updates, and verifies patient account information in Athena, including demographic and insurance information. Demographics include current patient address, phone numbers, email address, and primary care provider (PCP) and referring provider (if different from PCP), in addition to all other relevant information.
- Thoroughly documents all relevant patient medical history and information in electronic health records (EHR), and follows defined pre-procedure protocols, including communications to providers about pre-admission testing.
- Verifies insurance eligibility with health plans and communicates patient deductible information to RGA Billing Office, as per Policy/Procedure.
- Initiates and communicates with RGA Business Office all requests for insurance referrals and pre-certification/pre-authorizations, as per Policy/ Procedure.
- Completes Endoscopic Procedure scheduling process, including mailing Patient Prep Instructions, Reminders, Acknowledgments and Consents. Also includes communicating procedure information to Primary Care Physician (PCP) and/or Referring Physician, procedure posting department and RGA Business Office. Communicates orders for any pre-admission testing as necessary, per each facilities' s requirements and provider's orders.
- Communicates and collaborates with other health team members, including RGA Clinical Care Team, Business Office, PCP and referring providers for continuity of care.
- Manages and completes all relevant and applicable tasks and queues in EHR.
- Comprehends and assimilates new policy and processes to workflow.

**Responsibilities related to compliance and work habits:**

- Upholds patient confidentiality, HIPAA and OSHA rules and regulations
- Responsible for compliance and adherence with any necessary infectious disease policies and regulations and guidelines as mandated by local, state, and/or federal regulations
- Maintains a safe work environment
- Timely completion of all compliance training and testing

**Responsibilities related to company mission, culture, and engagement:**

- Actively engage in RGA C.A.R.E.S. – Compassion, Accountability, Respect, Empowerment, and Service
- Actively participate in achieving the company's Mission, that being to optimize the health of our patients and community by providing compassionate, state of the art care to adults with digestive and liver disease
- Adhere to the company's Code of Conduct, to conduct business with honesty, integrity, and in an appropriate manner for services provided, while ensuring that its business arrangements comply with relevant state and federal statutes and regulations
- Consistently work on ways to engage our patients, improve their care experience, and maintain strong relationships with referring physician offices and other referral sources. Create an environment of trust and healthy working relationships.
- Exemplify a "can do" attitude and commitment to excellence

**QUALIFICATIONS & CERTIFICATIONS:**

- Must have excellent communication skills, verbal and written, proper use of grammar, spelling, punctuation
- Ability to adapt to changing healthcare environment and lead by example
- Exceptional customer service and communication skills, verbal and written
- Knowledge of insurance carrier requirements and correct coding procedures
- Ability to multi-task in a fast-paced environment

**MENTAL AND PHYSICAL REQUIREMENTS:**

- Ability to work well under pressure with diverse groups of professionals and physicians
- Ability to multi-task in a fast-paced environment, which may include frequent interruptions
- Must demonstrate sensitivity to cultural differences within team and community
- Work may involve prolonged periods of sitting, standing, reaching and the ability to push or pull items weighing 30 pounds or less.
- Required to operate computer keyboard, mouse, and monitor