

Job Title: Scheduler

Reports To: Director of Patient Resources

Job Purpose: Schedule appointments for and follow-up with at-risk women following appropriate script and procedures.

Program Responsibilities:

1. Make sure the appropriate script is followed.
2. Make certain that all the scheduling procedures have been completed. These include:
 - a. Managing scheduler email and patient appointment requests.
 - b. Managing text interactions with patients seeking our services.
 - c. Enter appointment information into the online calendar.
 - d. Reschedule appointments as directed by office staff.
 - e. Sending appointment text reminders to patients.
 - f. Manage any voicemail messages left by patients.
 - g. Tracking pregnancy calls on the call log.
 - h. Making follow-up calls to patients on the message board.
 - i. Communicating same day schedule changes to appropriate staff and having the medical team follow-up with any medical questions/issues.
 - j. Reporting off to nursing staff with any patient interactions that have not been completed at the end of your shift. Also receiving reports from nurses at the beginning of your shift of any open communications with patients or patient updates from over the weekend.

Personnel Responsibilities: None

Fiscal Responsibilities: None

Community Responsibilities: None

Other Responsibilities: All other duties as assigned.

Qualifications:

1. Meet the requirements located on the InnerVisions HealthCare application.
2. Excellent communication skills, organizational skills, and problem solving abilities.
3. Must be a qualified, trained Scheduler.