

**CARE NET OF DANE COUNTY
POSITION DESCRIPTION**

JOB TITLE

- **Title: Scheduler**
- Reports To: Patient Services Director
- Date Analyzed: February 20, 2025
- Hours: Part-time 16 hours a week

JOB FUNCTION

Schedule appointments for at-risk women following appropriate script and procedures. Your detail-oriented focus and professional, empathetic patient interactions will allow us to serve more patients and provide a welcome introduction to First Care Clinic.

DUTIES & RESPONSIBILITIES – ESSENTIAL FUNCTION OF JOB

Scheduling

- A. Schedule all patient appointments, adhering to the scheduling script, clinic policies, the FOCUS 15 Step Patient Process, and HIPAA regulations, communicating any deviations to the Patient Services Director.
- B. Coordinates multiple platforms of communication to achieve optimal scheduling results.
- C. Relates with a diverse population in a friendly and professional manner, maintaining a warm and professional tone and attitude when communicating via phone, text, email, or in-person.
- D. Ensures that all the scheduling procedures have been completed, which include the following:
 1. Create a complete Scheduling Intake Form for each inquiry.
 2. Enter appointment information on the clinic schedule (Cool Focus).
 3. Provide a confirmation text/email/call and arrange a reminder text/email/call.
 4. Manage appointment Waiting List when necessary.
 5. Reschedule appointments as directed by clinic or patient services staff

Scanning

- A. Scans patient forms, charts, and documents and upload them to Practice Fusion.
- B. Meets monthly deadlines for scanning.
- C. Ensures accuracy and completion of documentation.

POSITION SPECIFICATIONS

- A. High school diploma or equivalent required. Two years' of experience in related field preferred.
- B. Willingness and ability to learn and adhere to a scheduling script.
- C. Bilingual in Spanish is a plus.
- D. Computer experience, proficiency with Windows and Microsoft products, database software, electronic communications and internet applications are necessary.
- E. Warm, professional demeanor.
- F. Willingness to become familiar with medical terminology related to women's health.
- G. Ability to keep information confidential.
- H. Ability to perform critical thinking and intuitive problem solving in a fast-paced working environment.
- I. Ability to work independently as well as part of a team.

POSITION SPECIFICATIONS

- A. Must show evidence of a personal relationship with Jesus Christ and demonstrate a strong Christian life
- B. Must agree with and sign Care Net's Statements of Mission, Vision and Faith, Principles, Values, and Confidentiality
- C. Attending church on a regular basis
- D. Dependent on Holy Spirit "Not by might, nor by power, but by My Spirit, says the Lord of Hosts." Zech 4:6

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Ability to operate standard office equipment.
- Must be able to lift, push or pull up to 15 pounds at a time.