

San Diego Imaging – Chula Vista Job Description

Job Title: Scheduler

Position Summary:

Schedule imaging examinations and procedures for the Imaging Center; working effectively with physicians, physician office staff and patients to ensure accurate, prompt and courteous scheduling of appointments. Answer, direct and handle incoming telephone phone calls to the Imaging Center. Confirm insurance eligibility and authorizations.

Essential Duties and Responsibilities:

- Answer incoming operator and scheduling telephone calls for the imaging center, assuring timely and effective use of the telephone system to ensure prompt responses. Accurately transfer phone calls to appropriate staff members, departments and physicians, as needed.
- Register and schedule exams and procedures by entering accurate and complete patient and examination/procedure information into computerized scheduling and registration systems.
- Communicate accurate and pertinent information regarding procedure, including exam preparations to patients.
- Screen patients accurately and completely for contraindications and specific information related to examinations and procedures (e.g. mammography questionnaire, CT with contrast screening, MRI contraindications and MRI contrast screening, etc.).
- Utilize and keep current online and computerized faxed order system to organize patient referrals. Proactively contact patients to schedule exams and procedures for orders received.
- Communicate with technical staff and/or physicians in an expeditious manner regarding any add-on exams and procedures, questions or clarifications about an exam to be scheduled or about a patient's medical condition.
- Print and supply schedules to all appropriate staff members and physicians at appropriate times, as needed.
- Confirm and coordinate patients' insurance eligibility, authorization or notification for imaging examinations and procedures as needed.
- Review exam room schedules for following days(s) for complete and accurate orders and other required documentation. Contact referring physician offices for outstanding, missing, or incomplete information necessary for patient services.
- Comply with SDI's compliance, privacy, safety and personnel policies.
- Perform other job related duties, as assigned.

Knowledge/Abilities/Skills:

- Ability to work independently.
- Must possess excellent organizational and communication skills, including communications over the telephone with courteous and helpful customer service skills.
- Must possess the understanding of the functionality of medical office operations, including computer literacy/competency, medical terminology, desired patient through-put while

providing optimal patient care and consideration for patient's circumstances, preferably in outpatient radiology.

- Ability to perform the identified essential functions of the position including the operation of any equipment associated with performing the essential functions.
- Ability to perform the essential functions of the position without posing a direct threat to him/herself, others or property.
- Ability to adhere to SDI's personnel policies and practices including the attendance and punctuality requirements.
- Complies with all applicable policies, rules and regulations as outlined by SDI, State and Federal regulations including compliance with HIPAA privacy and security.
- Ability to maintain a calm and courteous demeanor and conduct business in a professional manner.
- Computer and software knowledge.
- Proficiency in medical terminology.
- Bi-lingual (English/Spanish) strongly preferred.

Education/Licensure:

- High school diploma or equivalent.

Work Experience:

- Minimum of 2 years work related experience in a medical office, preferably imaging/radiology.

Physical Demands:

- Ability to sit for 6 to 8 hours, daily, at desk.
- Ability to keyboard accurately at 35 wpm.
- Ability to visually differentiate information on a computer monitor.
- Ability to periodically bend, stoop or reach to file, organize and obtain objects.
- Ability to distinguish telephone ring and caller's voice, hear and speak over a telephone and in person.
- Ability to write or record information legibly.

For more information about the company or to apply directly, please visit: www.sdimaging.com.