



IR Scheduler-Authorizations

Full-Time

Position Summary:

This position is responsible for advanced level scheduling, working with referring offices, patients and hospital staff to ensure accurate, prompt, courteous scheduling and obtaining authorizations for appointments.

In addition, this position includes acting as a liaison in reporting patients' concerns to the interventional physicians or interventional team. This role entails frequent communication with physicians.

Essential Duties and Responsibilities:

- Answer phone calls concerning scheduling and procedures. Effectively use the telephone system or through alternative electronic communications, ensuring prompt and verifiable responses.
- Communicate pertinent information regarding procedure, including exam preparations to patients.
- Enter patient and appointment data into computerized scheduling system. Schedule appointments to maximize the efficiency of the room. Ensure all patient special needs are noted in the computer system.
- Print and supply schedules to physicians at appropriate times.
- Obtain and coordinate authorizations or notification for all procedures as needed.
- Contact referring physician offices for information and documents pertinent to the scheduled procedure.
- Utilize online and computerized fax order system to organize patient referrals.
- Comply with SDI's compliance, safety and personnel policies.
- Perform other job-related duties, as assigned.

Knowledge/Abilities/Skills:

- Must possess excellent organizational and communication skills when answering telephones, assisting patients, and referring physician's offices.
- Completes high volume of data entry, scanning, copying/faxing, EHR/EMR access, filing, inter-office communications, and research company computer systems as related to scheduled appointments.
- Acts as customer service representative to internal and external guests to facilitate internal, referring physician and patient needs.
- Ability to obtain an accurate medical history applicable to the exam being scheduled.



- Ability to maintain effective communication with physicians, technologists, and midlevel providers.
- Ability to work independently.
- 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. Must be able to type at least 35 words per minute accurately.
- Knowledge of insurances and authorizations.
- Proficiency in medical terminology.

Education:

- High school diploma or equivalent.

Work Experience:

- Minimum of 2 years medical-office related experience (preferably radiology/imaging).

Physical Demands:

- Ability to sit for 6 to 8 hours, daily, at a desk.
- Ability to keyboard accurately at 35 wpm.
- Ability to move and/or lift more than than 50 lbs.
- 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.

To apply, please send a current CV or resume to: HR@sandiegoimaging.com