

# THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

*family of care*



Job Title: Appointment Scheduling Secretary

Date Created: 3/2019

Reports To: Operations Manager

Last Revision: 8/2019

Department: Appointment Scheduling

FLSA: Non-Exempt

**GENERAL SUMMARY OF DUTIES:** Responsible for scheduling patient appointments in an efficient and timely manner, gathering patient demographics, updating patients to inform them of their appointments and using technology to coordinate patient's care.

**FULL TIME:** NON-EXEMPT

#### **ESSENTIAL FUNCTIONS:**

- Answers telephone using standard OIP greeting
- Determine callers needs and address or route call appropriately
- Schedules patient appointments in a prompt, pleasant and helpful manner following physician protocols
- Answering patient and outside facilities questions (via telephone, portal, etc.)
- Processing electronic fax documents
- Addressing appointment cancellations/reschedules/confirmations (via telephone, email, portal, direct message, electronic fax, patient communication system)
- Preparing patient portal letters to be mailed
- Opens/closes switchboard following standard procedure
- Provide on call information to requesting individuals
- Logging on to hospital systems to update patient information as needed
- Miscellaneous clerical projects or generating reports as requested by Department Lead/Manager

**EDUCATION:** High school diploma or GED.

**EXPERIENCE:** One year work experience, preferably in a medical office setting. Knowledge of medical terminology desirable. Word processing and computer experience.

**REQUIREMENTS:** Strong customer service skills

#### **KNOWLEDGE:**

- Knowledge of business office procedures.
- Knowledge of medical terminology.
- Knowledge of grammar, spelling, and punctuation to type patient information.

**SKILLS:**

- Skill in operating computers, copiers, printers, fax machines, telephones, etc.
- Excellent communication skills, both written and oral
- Must possess tact and diplomacy
- Must possess sufficient manual dexterity to perform the essential responsibilities
- Demonstrates flexibility by adapting to new and changing situations and duties in order to meet customer needs effectively
- Demonstrates initiative to provide quality of services and improve efficiency
- Maintains positive working relations with co-workers
- Time management skills

**ABILITIES:**

- Ability to speak clearly and concisely.
- Ability to read, understand, and follow oral, and written instruction in the English language.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

**ENVIRONMENTAL/WORKING CONDITIONS:** Work is performed in an office environment. Involves frequent telephone contact with the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

**PHYSICAL/MENTAL DEMANDS:** Work may require hand dexterity for telephone and office machine operation, stooping and bending to files and supplies, sitting for extended periods of time. Manual dexterity for using a computer keyboard. Work is performed in an office environment. Involves frequent telephone contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive.

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Employee Print

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Date

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Employee Signature

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