

EYE-Q

Scheduler

We have an immediate opening for a full-time **Scheduler** at the Fresno office.

JOB SUMMARY

Under direct supervision of the Scheduling Coordinator, this individual is responsible for scheduling patient appointments for all EYE-Q Vision Care locations.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.
- Answer incoming scheduling calls in a polite and courteous manner.
 - Answer with “EYE-Q Vision Care Scheduling” and your name.
 - Follow guideline provided by supervisor for quality assurance (refer to attachment).
- Maintain outstanding customer service, both internally (with staff) and externally (with patients).
- Confirm appointments and/or reschedule the patient.
 - If necessary, will be required to review the electronic medical record.
- Answer questions or take messages regarding appointments.
- CCC Triage
 - Communicate with CCC nurse or staff with brief detail of patient concerns or requests.
- Transfer patient to correct person to help them, announce the call. (Billing, Sx scheduling, etc...)
- Make appointments for PCP referrals or OD referrals.
 - Return referral slip if appropriate.
 - Call patient with appointment and/or send appointment letter.
 - Utilize and update referral tasks through the work log as needed.
- Call patients to move or reschedule appointments when there is a change in the template or the Dr. will not be available.
- Assist with Call Confirmations as needed.

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- Check voicemail throughout the day for patient messages.
- Send missed appointment letters:
 - Call patients that do not reschedule (from missed appointment) daily.
 - Send letter to patient and referring doctor with new date/time of appointment.
- Run recall report and send recall cards, as directed.
- Work at the switchboard, if needed.
- Other duties as assigned.