

ROWAN School of Osteopathic Medicine

Job Description

Job Title: Data Control Clerk/Patient Scheduler
Department: CARES Institute
Facility: Rowan SOM
Reports To: Practice Supervisor/
Program Coordinator, Intake

If interested, please email: Erin Ellis at ellise@rowan.edu and Monique Frazier at fraziemo@rowan.edu.

Use subject format: Last Name: Work Study Candidate Exm: Smith - Work Study Candidate

SUMMARY: Responsible for patient scheduling, registration and all functions related to the facilitation of patient visits/care within the Faculty Practice Plan at SOM. Performs duties in a high customer service manner and provides patient and family centered service, always putting the needs of the patient/family first during encounters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Represents image of the practice to patients, community and institution through personal and telephone contact with an emphasis on high customer service. Receives, greets, directs and /or escorts patients, family members/visitors, and physicians as appropriate, in a friendly and courteous manner.

Coordinate with other scheduling areas both within and outside of Rowan SOM and/or insurance carriers to facilitate patient navigation including, but not limited to, scheduling of patient appointments, referrals or authorizations.

Enters and maintains accurate database records.

Obtains and verifies (or confirms that automated verification was received) accurate demographic and insurance information. Ensures all information is updated and accurate in patient management software during each patient visit. Notifies coordinator/manager of any problem with obtaining complete registration information.

Checks referrals for completeness and correctness of information and follow up with referral source for additional needed information.

Responds to any request within limits of qualifications and/or refers request to appropriate staff member in a timely manner.

Answers multi-line telephone system using appropriate telephone etiquette, is courteous and helpful, correctly triages calls or takes a complete and accurate message, schedule appointments following established guidelines. Provides information in accordance with patient confidentiality standards.

Performs a variety of administrative and general office services to support the operations of the department.

Makes calls to confirm appointments, verifies correct insurance and billing information prior to appointment and makes appropriate notes in the system as needed.

Records all cancellations and no-shows. Contacts no-show patients to reschedule per the departmental guidelines.

Responsible for scheduling future follow up appointments and provide the patient with an appointment reminder card.

Resolve/correct patient registration and scheduling issues as defined by Revenue Cycle quality initiatives within the stated timeframes for front end edits and rejections.

Perform "End of Day" and next day preparation activities per Faculty Practice Plan guidelines.

QUALIFICATIONS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High School graduate or equivalent. Minimum of two (2) years of experience with scheduling systems and/or front desk. Experience in a medical setting is preferred. Knowledge of medical terminology, third party reimbursement, CPT and Diagnosis coding, and basic computer skills preferred. The following should be demonstrated: ability to work independently, excellent communication and organizational skills, ability to multi-task in a fast-paced medical practice setting and flexibility is required. Equivalent education, experience and/or training may be substituted for the degree requirement.