

Career Opportunity



Position Summary

MEDICAL APPOINTMENT SCHEDULER

Schedules appointments for and registers patients, assists patients on the phone, and gathers demographic and insurance information from patients. Works in a Call Center environment. Ideal candidate is an energetic team player with effective time management and customer service skills.

Our Practice

North Florida Women's Care is Tallahassee's premier women's health medical group. We've provided obstetric and gynecologic services for 36 years. We address the health care needs of women throughout all stages of life. We provide preventative care, including well-woman and prenatal care, and we deliver babies for both normal and high-risk patients.

Benefits

We offer competitive wages and excellent benefits, including health, dental, vision, 401K, and paid time leave. We are an Equal Opportunity Employer.

Education Requirements

High School diploma and three (3) year's experience; or an associate's degree.

Experience Requirements

- 1-2 years required experience in scheduling or reception in a healthcare setting
- Experience scheduling appointments, registering patients and obtaining/verifying health insurance information
- Advanced training or education in customer service is desired



Ability and Knowledge Requirements

- Ability to communicate calmly and clearly with patients and others on the phone
- Ability to operate standard office equipment, including a computer
- Ability to operate multi-line phone system
- Ability to function in additional clerical roles, as needed
- Ability to lift 30 pounds
- Ability to navigate computerized scheduling system (Centricity)
- Knowledge of health insurance
- Knowledge of customer service principles and techniques

Environment/Working Conditions

Work is performed in a Call Center environment. It involves long periods of sitting and requires manual dexterity for extended periods of using a computer keyboard and mouse. There are extended periods of viewing a computer monitor. There may be short periods of bending, squatting or lifting (up to 30 pounds).

Position Responsibilities

- Provide high-level patient-centered customer service
- Answer a multi-line phone and assist patients in a pleasant manner
- Schedule patient appointments using computerized scheduling system (Centricity)
- Schedule appointments to best meet the needs of the patients while adhering to our physicians' schedules
- Reschedule and cancel appointments
- Verify health insurance eligibility
- Register patients
- Verify and update patient data
- Maintain strict confidentiality of patient health information
- Other clerical duties, as assigned, including cross-training with medical receptionist positions

Reporting Relationships

The Medical Appointment Scheduler will report to the Call Center Manager. The Call Center Manager reports to the Clerical Director.

How to Apply

Email resume to:
resume@nflwc.com