



Job Description

Position: Medical Scheduler
Department: Medical Services
Reports To: LVN Supervisor
FLSA Status: Hourly, Non-Exempt

Position Summary:

Under direction of the LVN Supervisor, the Medical Scheduler (Scheduler) performs a variety of tasks to the agency in as much as it is the primary contact via telephone for internal and external stakeholders with the clinic. Essential duties include providing excellent customer/patient services via phone and in person; referring callers to the appropriate departments; making appointments for patients according to established protocols; assisting clients and staff with forms. The incumbent must work collaboratively with various departments in support of direct patient services, exhibiting flexibility and a “can do” attitude. Patient services are the key priority in this position requiring the Scheduler to serve as a point of contact with other internal and external departments, all with the goal of fostering an environment which promotes patient comfort and trust. The position must exemplify the core values and mission of the organization, always exercising utmost discretion, diplomacy and tact in patient/staff interactions. The Scheduler will also be responsible for medications including but not limited to counting, logging, setting medications and assisting with medication administration daily per Title 22 regulations as well as speaking with pharmacies to re-order and maintain medications.

Essential Duties and Responsibilities:

- Performs day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, faxing, answering phones and data entry.
- Obtains proper documentation for all youth at CRH set forth by title 22 to be in compliance. (PRN authorization, lic602, TB tests verification).
- Works with social workers to obtain insurance information.
- Coordinates with pharmacy on billing issues/insurance issues and medication issues.
- Communicates directly with physicians, pharmacy and social workers via phone, email, or fax daily per Title 22 regulations.
- Schedule client's medical, dental and vision appointments within 30 days of placement per Title 22 regulations.
- Maintain Outlook appointment calendar for residential and psychiatry departments.
- Complete appointment paperwork before and after appointment.
- Acts as a liaison for the psychiatrist, the client and their families and the clinician.
- Adheres to all Clinic policies on safety and security; maintains restricted areas safe by safeguarding keyless entry codes and computer system passwords in strict confidentiality.
- Must exercise utmost diplomacy and tact to provide excellent customer service for patients; practices confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.
- Counting controlled Medications at the beginning and end of every shift.
- Setting medications and assisting with medication administration daily.
- Reordering and logging medications per Title 22.
- Checking medications expiration dates once a month.
- Obtaining proper documentation and storage of all PRN medications per Title 22.

- Tracks stock of clinic supplies and reorders supplies as necessary.
- Tracks data daily and records this on tracking log for medication errors, appointment's, missed appointments and time of appointments. Data tracked is subject to change at the Agency's discretion.
- Complete intake count of all medications and build chart for new clients.
- Complete discharge packet and count medications when a client is being discharged in a timely manner.
- Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.
- Perform other related duties as assigned.

Supervisory Responsibilities:

None

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/Experience:

- Possession of a High School Diploma or GED is required.
- Possession of a Medical Assistant Certificate is desired.
- Experience working with at-risk youth preferred.
- Minimum of two years' experience working in a residential, mental health, clinic or related social services setting required.

Licenses, Certifications, Registrations:

- Must possess a valid California Driver's License, a reliable automobile, and auto insurance.
- Must be at least 21 years of age.
- Must pass First Aid, CPR, and Bloodborne Pathogens certification courses offered through the Children's Receiving Home within the first three months of employment.
- Must attend 2 1/2 days of Therapeutic Crisis Intervention (TCI) training and pass the written and LSI tests within the first three months of employment.
- Must maintain TCI, CPR, First Aid and BBP Certification throughout employment.
- Must complete online Mandated Reporter Training Course within first week of employment.

Knowledge, Skills and Other Abilities:

- Knowledge of and ability to use Microsoft Office Suite and web browsers effectively.
- Ability to read, speak, understand, analyze and interpret documents such as client safety/treatment plans, assessment materials and procedure manuals in the English language.
- Ability to write professional/clinical reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to relate to children and families in a positive manner.
- Ability to establish and maintain appropriate boundaries with children and families.
- Skill to accurately assess clients' needs.
- Knowledge of child/adolescent development and behavior.
- Knowledge of child abuse issues and substance abuse issues.
- Knowledge of team, family and group dynamics.
- Knowledge of legal and regulatory issues related to the operation and delivery of support services to clients and families with particular emphasis on child protection services.
- Strong crisis intervention skills.
- Knowledge of crisis intervention techniques.
- Excellent writing, communication, organizational and time management skills.

- Skill to maintain a professional, confidential work environment.
- Ability to manage multiple tasks in an efficient manner.
- Excellent problem solving skills.
- Ability to work in a team approach with diverse sectors of the community, including but not limited to, government officials, residents, children, parents, school personnel and community based providers.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and talk or hear. Fine motor skills such as typing, the use of a computer mouse and telephone handset is required. Employee is frequently required to reach with hands and arms. The employee is required to sit, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Acknowledgements:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

- ☐ I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee Name (Please Print)

Employee Signature

Date