



Schedule Coordinator

Reports to: Practice Supervisor

Schedule Requirement: This position can primarily be done remotely. Therefore, one may use one's discretion to define the schedule that best allows one to complete tasks while complying with the clinic's policy to respond to a patient's inquiry within 48 hours. Occasionally, you may have to be in-person or be available during some weekdays/evenings/clinic hours of operation to complete certain tasks and/or address unexpected urgencies and time-sensitive issues.

Tasks include:

- Triage new patient appointment requests. Scheduler takes initial call and then needs to relay message to licensed RN, and potentially MD, for triage/recommendations.
 - o Review website and telephone inquiries from patients.
 - o Triage messages and forward them to providers.
 - o Handle all appointment inquiries.
 - o Document any patient concerns.
- Schedule new patient appointments and set up Practice Fusion (EHR) patient charts.
 - o Identify and email to patient all pre-appointment required forms/documents.
 - o Contact patient for any necessary information.
 - o Complete online patient form when on the phone with patients.
 - o Set up auto-reminders within Practice Fusion (EHR) regarding appointment requirements (e.g. for forms, appointments, etc.).
 - o Use FAHC COVID-19 questions to screen patient for COVID exposure during appointment reminder call.
- Interpreters/Translators:
 - o Schedule Interpreters/Translators if patient needs them for the day of their appointment.
 - o Setup automatic reminders of schedule for Interpreters/Translators.
- No walk-in patients accepted. If a patient shows up without an appointment, the Medical Assistant may evaluate the patient and determine the best course of action based on the symptoms of the patient.
- Patient Waitlist: Need to create and maintain the waitlist of patients needing appointments and schedule them as needed.