



# GREATER VALLEY

## HEALTH CENTER

**Greater Valley Health Center (GVHC) recognizes employees are at the heart of our ability to meet the needs of our patients and community. We invite every employee to contribute at the highest possible level. This position description is provided to outline the primary duties, qualifications, and job scope. It is not intended to limit the employee or GVHC to just the work identified. We expect each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.**

It is the policy of this facility to provide equal opportunity to persons regardless of race, religions, age (over 40), gender, disability, veteran, genetic information, or any other classifications in accordance with federal, state, and local statues, regulations and ordinances.			
Job Title	<b>Scheduler – Medical Clinic</b>		
Wage Range		Schedule	M-F
Working hours per week	Full time 40 hours		
Reports to (job title)	Clinic Director	Non-Exempt	Non-exempt

<b>Job purpose</b>
Under supervision of the Health Center’s Clinic Director, the medical scheduler provides clinical support to patients, providers, and support staff to assure efficient utilization of staff, services, and time management. This role will be responsible for scheduling of patient appointments, responding to telephone calls promptly, triaging patient calls as needed.

<b>Knowledge, Skills &amp; Experience</b>		
	Requirements	Essential/Desirable
Qualifications	Graduate of a medical assistant training program with Montana certification as a Medical Assistant or demonstrated competencies and experience as a medical assistant or a graduate from and from an accredited School of Nursing with degree or certificate as a Registered Nurse or Licensed Practical Nurse. Possession of an unencumbered current license to practice as a registered nurse in the State of Montana.	Desirable
Experience	Experience in primary care or clinic setting. Medical scheduling experience.	Desirable

Knowledge & Skills & Abilities	Working knowledge of nursing practices related to acute and chronic complex medical conditions. Knowledge of current medical standards in primary care. Knowledge of HIPAA confidentiality requirements and practices. Knowledge of OSHA standards in clinical settings. Knowledge of Patient-Centered Medical Home.	Desirable
Abilities	Ability to communicate effectively orally and in writing. Ability to analyse data. Ability to maintain strict confidentiality of all Health Center matters. Ability to establish and maintain effective working relationships with peers, to her agency personnel and the public Ability to manage clinic flow:	Essential
Special Requirements	Have and maintain a valid Montana's driver license.	Essential
Attitude & disposition	Strong work ethic, positive, caring, knowledge of cultural diversity and social determinants of health, team oriented. May be requested to perform functions relevant to the position but not listed above.	Essential

**Main Duties and Responsibilities of the Role:** these duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.

- Scheduling patient appointments using the electronic medical record.
- Collect accurate patient information and insurance information.
- Schedule patients to optimize provider efficiency.
- Take and respond to phone calls promptly to establish or confirm appointments.
- Maintain a waiting list for patient visits, including those desiring an earlier visit than originally scheduled.
- Work with Clinic Director to develop and follow plan for scheduling patients as appropriate for annual visits, follow-up visits, WCC visits, etc.
- Ensure appointments are appropriate per patient needs and provider scope of practice.
- Assist providers and clinical staff in direct patient care and other nursing duties as needed.  
Triage walk in and phone call patients.
- Assist in the development, review and revision of policies, procedures.
- Coordinate with other clinical staff in ordering of supplies.
- Track and gather data for programs.
- Assist with the development and adherence for Patient-Centered Medical Home.
- Adherence to HIPAA principals.
- Courier labs, medications, supplies and patients as needed.

**Working Environment** (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Work is mainly performed in an office/clinic setting with computer/phone work and moderate noise. Standing, bending, sitting, lifting, stooping required. You may be required to travel to different clinic locations.

**Freedom to Act & Decision Making** (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

Work independently to complete tasks; use sound judgment but ask questions if needed; show initiative for work/work flow improvements.

**Communication & Networking** (*liaison with others, type and level of communications*)

Clear and detailed written and/or verbal communication with patients, patient family members, co-workers, and providers is required.

**Finance/Resource Management** (*budgeting, forecasting*)

Use supplies efficiently.

**People Management** (*supervisory responsibility, human relations skills*)

Non-supervisory position

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the changing of the post.

**Confirmation Section**

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**Employee signature**

Date: \_\_\_\_\_

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**Print name**

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**Supervisor Signature**

Date \_\_\_\_\_

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**Print name**

**CEO** \_\_\_\_\_

**Comments:**