



NASHUA REGIONAL CANCER CENTER

POSITION DESCRIPTION

TITLE: REGISTRATION AND SCHEDULING COORDINATOR

REPORTS TO: Executive Director/Assistant Director

DATE: NOVEMBER 2017

JOB POSITION SUMMARY

The registration and scheduling coordinator works in a fast-paced front office and is expected to coordinate scheduling for multiple providers and clinical activities to ensure a seamless clinical schedule.

The preferred candidate will have the ability to accomplish both individual and team goals, and must keep customer service satisfaction at the forefront of all activities.

Strong computer skills, exceptional communication skills and the ability to multi-task are desired employee traits.

Prior scheduling experience in a Radiation Oncology setting as well as experience in an electronic medical record: EMR-MOSAIQ, scheduling a plus.

RESPONSIBILITIES

1. Responds to all incoming referrals via phone, fax and/or email in a prompt, courteous and professional manner. Redirects calls to appropriate personnel. Excels in customer service when communicating via talking on telephone to internal and external customers.
2. Place calls to patients, referring physicians, and other agencies as requested by physicians, nurses and clinic management.
3. Schedule new and returning appointments.
4. Enter and update patient demographics, emergency contact, guarantor account and insurance information, Referring provider, Primary Care provider

5. Verify patient insurance coverage eligibility using real time queries and payor websites
6. Release documents to patient prior to appointment and ensure completion: medical history form, medication list
7. Greets all patient and visitors to the center in a warm, compassionate and professional manner.
8. Welcomes new patients to the center. Verifies receipt of all pertinent documents/films at least 48 hours prior to scheduled visit.
9. Maintains phone, pager, On-Call schedules and weather tree listings with current employee information.
10. Identify, document and provide feedback to management on issues that impact departmental workflow.
11. Identify and help implement changes to the scheduling, registration and communication processes.
12. Opens and closes facility as requested ensuring the answering service is turned on and off appropriately. Ensures that answering service has accurate On-Call contact information.
13. Assists with other administrative assistant duties as requested.

JOB REQUIREMENTS

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| Education: | High school diploma or equivalent |
| Work Experience: | Two years in a registration or appointment scheduler role <ul style="list-style-type: none"> • Experience in Radiation Oncology scheduling a plus |
| Required Skills: | Excellent customer service skills <ul style="list-style-type: none"> • Excellent verbal, listening, and written skills • Ability to use computers in a variety of word processing and spreadsheet software programs (i.e. MS Word, MS Excel) • Efficient and accurate typing skills • Knowledge of medical terminology and abbreviations preferred • Ability to multi task and work in a busy and demanding environment • Ability to think independently and demonstrate effective problem-solving skills • Must be detail-oriented and accurate |