

Job Description

Job Title:	Call Center/Schedular
Reports To:	Lance Johnson
Supervises:	N/A
Position Type:	Full-Time (Exempt)

Equitable Healthcare Corp

State-of-the-art medical services and skilled in-home health care should never be out of reach. The Shinnecock Indian Nation founded a health organization to support individuals who have limited access to quality healthcare. Equitable Healthcare Corp provides professional, personalized care that is comprehensive, consistent, and convenient to keep lives in healthy motion.

Summary of Position:

The Call Center Scheduler is responsible for taking calls from EHC patients and scheduling these appointments with healthcare offices. Also verify if the patient is a Shinnecock tribal member. Work with transportation and other entities who provide healthcare for Shinnecock tribal members.

Benefits:

- 401(k) matching
- Dental insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Parental leave
- Professional development assistance
- Vision insurance

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides clear communications with patients and healthcare facilities to ensure and correct scheduling for services needed

Utilizes clinical knowledge and chart review to determine appropriate disposition of patient to ensure appropriate triage flow per established guidelines.

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Effectively communicates pertinent patient information and disposition to appropriate department clinical staff and providers to accurately schedule patients in appropriate visit slots in a timely manner.

Performs and ensures accurate scheduling, pre-registration of patients, and critical messages left and sent are accurate and handled with equal importance.

- Provides and ensures an extremely high level of customer service.
- Works collaboratively with department leadership to perform multifaceted administrative assignments.
- Effectively develops and integrates approved technological solutions/digital transformation to improve patient access to the service line and health system.
- Performs and provides oversight to the daily post op, hospital discharge and ED follow up calls.
- Participates with service line department managers and director in establishing departmental objectives and processes to achieve desired outcomes.
- Performs the functions of the call center representative role as necessary.
- Seeks guidance from leadership for unusual or unanticipated circumstances that require deviation from policies and standards of practice.
- Perform other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Demonstrated excellent communication, and analytical skills.
- Ability to identify problems and implement solutions for operational and organizational functions.
- Possess experience explaining hospital and department policies and procedures and communicating effectively with other professionals internally and externally.

Must have excellent listening, oral and written communication skills with an emphasis on diplomacy, professionalism and the highest level of customer service.

- Ability to use multi-line phone system is essential.
- Must possess organizational skills and have the ability to multi-task.
- Must possess ability to remain calm and functional during emergency situations.
- Demonstrated ability to interact effectively with all levels of health center staff and the community.
- Must possess knowledge and experience with current Microsoft office products.
- Must possess experience with Electronic Medical Records (EMR) system and software programs preferred.

Job Type: Full-time

Additional Information:

- Compensation: \$32,000-52,000
- Work Setting: In-person.
- Clinical setting: Outpatient/Inpatient.

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NOTICE: Qualified Native Americans will be given preference in employment as required by the Indian Self-Determination and Education Assistance Act (25 U.S. 450, ET. Seq) including other relevant laws. In accordance with Title VII of the 1984 Civil Rights Act, Sections 701(b) and 703(1), preference in filling all vacancies may be given to qualified American Indian candidates. In other than the proceeding situations, the Tribe is an Equal Opportunity Employer (EOE).

Employee Acknowledgement:

This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification, and addition as deemed necessary by the Company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments required by Company officials. This job description does not constitute an employment contract between the Company and any employee. The job responsibilities of this position may include cross-training in other functions to ensure satisfactory operation.