

**Job Opportunities**

**Scheduler, Medical**

**Full Time, Florence**

HealthPoint Family Care is a private primary care provider offering medical, mental health and dental services in Northern Kentucky. The organization employs over 190 highly qualified physicians, dentists and support staff who are dedicated to providing care for children, adolescents and adults, including many without health insurance.

We are seeking a scheduler, medical role. This individual will make medical appointments for patients calling into the Call Center. Coordinates, schedules and/or reschedules patient appointments. Duties include takes in other calls from patients, outside vendors, and other medical offices and appropriately transfers to responding party. Relays necessary information to the medical offices in order to facilitate an efficient patient communication process. Collects and enters patient information and data into the Practice Management computer system. Must maintain a clear understanding of scheduling protocols.

Performs interpretation via telephone and in person as necessary.

**Qualifications:**

* Effective oral and written communication skills
* Bilingual skills in English and Spanish, a plus
* Demonstrated customer service skills
* Proven ability to meet established productivity and quality standards
* Team focused and professional
* Must have technical skills for appointment setting
* Preferred basic knowledge of insurance plans, Medicaid, Medicare and sliding scale

***Posting Dates: 05/09/18 – 05/16/18***

**Contact**

Joan Sweeney, HR Generalist

[resumes@healthpointfc.org](mailto:resumes@healthpointfc.org)

Fax: 859-655-6245