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# Carolina Eye Associates, P.A.

## Notice of Position Opening

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### *APPOINTMENT SCHEDULER*

Center: Pinehurst  
Status: Full -Time  
Reports to: Appointment Scheduling Manager

#### Job Summary:

Make appointments for new and existing patients, for referring doctors, patients, and other staff members.

#### Job Responsibilities:

1. Make appointments for new and existing patients for referring doctors, patients, and other staff members that call into our office.
2. Complete or confirm all information to complete mini-registration.
3. Be familiar with and discuss pertinent insurance information with patients and referring physicians.
4. Record authorization numbers when available.
5. Obtain patient's name, a complete mailing address, and up to two telephone numbers for new patients.
6. Make sure that the appointments for existing patients adhere to the return instructions.
7. Record any pertinent information to each doctor's individual preference.
8. Oversee assigned doctors' schedule.
9. Cover appointment scheduling for other office locations when office is closed, etc.
10. Assign the work-in's/overbooked appointment times.
11. Managed rescheduling or bumped appointments.
12. Manage and record any activities for no show appointments.
13. Call the patient prior to the appointment date if "no show" rate is high.
14. Document patients to attempt to reschedule, send reminder letters when necessary.
15. Cover switchboard.
16. Perform other duties as assigned and assist coworkers as needed.

#### Education and Experience:

High School Diploma, GED, or equivalent training. Prefer previous administrative experience in ophthalmic or medical office.

#### Performance Requirements (Knowledge, Skills, & Abilities):

- Knowledge of medical office procedures.
- Skill in operating office equipment and computer, must be computer literate.
- Skill in speaking on the telephone in a pleasant and helpful manner.
- Ability to speak clearly and concisely.
- Ability to read, understand, and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with patients, coworkers, and doctors.

#### Typical Physical Requirements:

Requires sitting, viewing computer screen, and speaking on the phone for long periods of time. Manual dexterity sufficient to operate a keyboard, telephone, copier, calculator, or other office equipment.

*Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note that the above list of job duties and essential elements is an attempt to adequately describe this position, but cannot be considered to be an exhaustive list.*