

THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

family of care



Job Title: Workers Compensation/Auto Injury Scheduling Secretary

Date Created: 4/3/2017

Reports To: Patient Support Team Supervisor

Last Revision:

Department: Appointment Scheduling

FLSA: Non-Exempt

GENERAL SUMMARY OF DUTIES: Responsible for scheduling patient appointments for injuries sustained while at work or during an auto accident in an efficient and timely manner.

FULL TIME: NON-EXEMPT

ESSENTIAL FUNCTIONS:

- Schedules patient appointments in a prompt, pleasant and helpful manner following corporate guidelines
- Work with Adjusters, Nurse Case Managers and Employers
- Verify claims
- Answering patient questions
- Other duties as assigned – ie - helping other departments, etc

EDUCATION: High school diploma or GED.

EXPERIENCE: One year work experience, preferably in a medical office setting. Knowledge of medical terminology desirable. Word processing and computer experience.

REQUIREMENTS: Strong customer service skills

KNOWLEDGE:

- Knowledge of business office procedures.
- Knowledge of medical terminology.
- Knowledge of grammar, spelling, and punctuation to type patient information.

SKILLS:

- Skill in operating computers, copiers, printers, fax machines, telephones, etc.
- Excellent communication skills, both written and oral
- Must possess tact and diplomacy
- Must possess sufficient manual dexterity to perform the essential responsibilities
- Demonstrates flexibility by adapting to new and changing situations and duties in order to meet customer needs effectively
- Demonstrates initiative to provide quality of services and improve efficiency
- Maintains positive working relations with co-workers
- Time management skills

ABILITIES:

- Ability to speak clearly and concisely.
- Ability to read, understand, and follow oral, and written instruction in the English language.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

ENVIRONMENTAL/WORKING CONDITIONS: Work is performed in an office environment. Involves frequent telephone contact with the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

PHYSICAL/MENTAL DEMANDS: Work may require hand dexterity for telephone and office machine operation, stooping and bending to files and supplies, sitting for extended periods of time. Manual dexterity for using a computer keyboard. Work is performed in an office environment. Involves frequent telephone contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive.

Employee Print

Date

Employee Signature

Date