

## Job Description

<b>Job Title</b>	<b>Hospital Scheduler</b>
<b>Department</b>	<b>Patient Business Services</b>
<b>Reports to</b>	<b>Patient Business Service Manager</b>
<b>Date</b>	<b>2015</b>

### Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The overall purpose of this role is to ensure that the admission of a scheduled patient is a seamless experience for the patient, the Hospital and the Consultant.

### Key Responsibilities and Deliverables

- Responsible for scheduling patients for diagnostic tests and surgical procedures as ordered by referring physicians.
- Collects and confirms patient demographic and insurance information as required, and enters data accurately into the department's Scheduling system.
- To make sure that each patient knows the correct preparation for their scan or procedure and the correct time to arrive for their appointment.
- Coordinates changes in appointments by cancelling and re-scheduling as necessary.
- Establishes and maintains open and professional demeanour and communication with ancillary departments within the Hospital and physicians whose services are scheduled by this department.
- Answers telephone as needed and relays messages to appropriate individuals.
- Responsible for maintaining the fax drive, post, emails and online bookings to ensure that all appointments are scheduled in a timely manner.
- Makes the most effective and efficient use of developments in information technology for both patient care and administrative support.
- Assists in the training and development of new employees. Open to new learning opportunities; adaptable to change.
- Displays positive attitude and discusses decisions or policies in a positive, problem-solving way.
- Performs other related duties as assigned.

### Confidentiality

- You will be aware of the confidential nature of work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the Beacon Hospital or its patients with people outside Beacon Hospital, save as required to do so in the course of your work.

- The extent and speed of change in the delivery of health care is such that adaptability is essential in this position.
- The incumbent will be required to maintain and enhance their knowledge and skills necessary to respond to a changing situation.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Leaving Certificate or equivalent.</li> <li>▪ Computer literate.</li> <li>▪ Experience using IT systems, including MS Excel &amp; Word.</li> <li>▪ Experience · Six months previous secretarial experience.</li> <li>▪ Previous medical experience viewed favourably.</li> </ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Exhibits high level of customer and patient relation skills.</li> <li>▪ Exhibits ability to work as member of team in daily performance of duties.</li> <li>▪ Interaction with all hospital departments.</li> <li>▪ Have a high capacity for responsibility and individual initiative, and an ability to write clear and concise English.</li> <li>▪ Have excellent organisational skills and is detail oriented.</li> <li>▪ Have good keyboard skills.</li> <li>▪ Be willing to cross-train within other areas in the hospital if necessary. Cross training may include the positions of reception or insurance verification.</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>▪ All posts in the Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.</li> </ul>

**This job description is intended to be an outline of the areas of responsibilities and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.**

**Job Description received by employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature**

\_\_\_\_\_  
**Name (Block Capitals)**