

GENERAL SUMMARY OF DUTIES- The Radiology Appointment Scheduler is responsible for coordinating the scheduling procedures for imaging services. Employer is a group of teleradiologists working from various locations. This position is one that the Scheduler will perform from off-site location, i.e., Scheduler's home. Please note that use of a reliable and secure PC and secure private home internet and office is required for this position.

This is a position for a highly motivated, self-driven extrovert who is comfortable spending lots of time on the phone with patients, guiding them through the selection process for their exam and motivating them to complete their exam in a timely manner. Our goal is to make imaging affordable for all patients and provide the highest possible level of care to all. Our unique business model requires a high degree of analytical and problem-solving skills, and the ability to work independently.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Online managing, updating and confirming appointments
- Verifying insurance and payment information
- Informing patients of any preps and how to obtain them or any prior labs needed
- Other duties as assigned or requested

KNOWLEDGE, SKILLS & ABILITIES

- Communication - communicates clearly and concisely, verbally and in writing
- Customer orientation - establishes and maintains long-term customer relationships, building trust and respect by consistently meeting and exceeding expectations
- Interpersonal skills - able to work effectively with other employees, patients and external parties
- PC skills - demonstrates proficiency in PC applications as required
- Basic skills - able to perform basic mathematical calculations, balance and reconcile figures, punctuate properly, spell correctly and transcribe accurately
- Sales skills- getting the patient to schedule the appointment

EDUCATION

- High school diploma or GED required

EXPERIENCE

- Previous radiology experience preferred
- Two years of experience with medical appointment scheduling required
- Two years of experience with insurance verification preferred
- Two years of experience obtaining pre-certifications and authorizations preferred
- Experience in customer service preferred

CONTACT

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