



Sarasota Orthopedic Associates

JOB TITLE: THERAPY SCHEDULER- Venice location

Full time hourly position

Work Hours: 7:30-4:30 / 1 hour unpaid lunch

REPORTS TO: Director of Physical Therapy

SCOPE OF POSITION

The Therapy Scheduler reports to the Therapy Director with a daily reporting role to the Team Lead-Therapy Coordinator. The position is responsible for all therapy front office duties, including but not limited to the following operational responsibilities:

OPERATIONAL RESPONSIBILITIES

1. Manage high volume of patient phone calls.
2. Schedule/Coordinate all therapy appointments.
3. Hand out and review all new patient intake paperwork.
4. Create and maintain patient charts.
5. Perform all patient check-in/out procedures.
6. Collect patient co-pay/co-insurance/deductible payments and report the information at the end of each day.
7. Coordinate therapists' schedules for clinic efficiency. Reschedule appointments as needed.
8. Daily track and report patient visits, cancellations/no shows.
9. Communicate with Work Comp adjusters to obtain all work comp authorizations.
10. Work with Worker's Compensation Case Managers, Physicians, Medical Assistants, Therapists, Therapy Staff, Billing and Authorizations representatives, etc. in a team environment to achieve operational efficiency.
11. Maintain accurate and timely records/notations of all patient communications in Electronic Health Record (HER) system.
12. Report all daily operational questions/inquiries to the Team Lead Therapy Coordinator.
13. Provide Physical Therapy Front Desk coverage for other office locations, as needed.
14. Other duties as assigned.

REQUIREMENTS

1. Education

High School Diploma or GED required

Prefer 1 year medical office experience or 1 year of office setting experience.

Must be computer literate: MS Applications and medical software.

Exceptional Customer Service skills

Excellent verbal and written communication skills

Must be able to multi-task in a changing environment.

Lift 50 Lbs.; and maximum moderate lifting and/or carrying objects up to 10 lbs. with or without accommodations.

To apply for the position, please send your cover letter and resume to HR@SOA.MD