



HARDIN COUNTY REGIONAL HEALTH CENTER

## Lifespan Health Center Job Posting

**POSITION:** Pt. Telephone Scheduling Rep.

**REQUISITION:** #1315

**LOCATION:** Florence Rd.

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**Posting Date:** 5/5/26

**Expiration Date:** until filled

**Department:** Patient Services

**Salary Range:** dep. on exp. & education

**Reports To:** Patient Services Manager

**Status:** Non-Exempt

**Position Hours:** Monday – Friday, 8:00am-5:00pm w/required lunch break

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**POSITION SUMMARY:** The Patient Telephone Scheduling Representative works as part of the medical office team performing those clerical duties necessary to prepare patients for a visit, arrange for payment, and to make reappointments when necessary. Duties include telephone answering, making appointments, and providing exemplary customer service.

### **CORE DUTIES/RESPONSIBILITIES:**

1. Greets patients and answers telephone in a courteous and professional manner, address questions and directs calls.
2. Ensures patient confidentiality and provides patients with needed information.
3. Schedules appointments to maintain smooth patient flow throughout the clinic.
4. Calls patients to confirm upcoming appointments.
5. Establishes that each patient is advised of the Sliding Fee Scale availability and the required documentation required for program participation.
6. Informs patient of registration needs such as insurance cards, co-pay collection, etc.
7. Ensure accurate demographic information is entered in practice software.
8. Ensures VA appointments, including telehealth, are entered in both Vista and Nextgen.
9. Performs other necessary duties as required by the health center to meet the goal of providing primary health care services.
10. Participates in activities of Patient Centered Medical Home (PCMH) directly or indirectly.

### **SPECIFIC DUTIES/RESPONSIBILITIES:**

1. Answers phones and direct calls to proper personnel.
2. Accurately classifies and schedules patient appointments.
3. Demonstrates awareness of age specific, cultural, and spiritual practices of patients, staff, and visitors.
4. Understands the functional status and physical needs of patients, staff and visitors.

### **EDUCATION/EXPERIENCE:**

1. High school diploma or equivalent.
2. Up to 3 years of experience in a medical office or facility.
3. The ability to use current office machines, including word processors.
4. The ability to communicate effectively in person and on the telephone with other staff, the public, the patients and the medical staff.
5. Current, valid driver's license and proof of auto insurance.

**TO APPLY:**

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any of our Lifespan locations.

***EQUAL OPPORTUNITY EMPLOYEER***

*It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.*