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# Example of Appointment Scheduler Job Description

Our company is hiring for an appointment scheduler. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for appointment scheduler

* Cancel and re-schedule appointments as requested by patients/doctors and advise appropriate staff of re-schedules
* Obtain needed PCP referrals prior to office visits and procedures
* Review doctor's schedules as needed ensuring no holes in physician schedules
* Confirm patient's insurance and demographic information in the computer system
* Load referrals into NextGen
* Prepare and mail new patient packets
* 2+ years of medical office experience - scheduling appointments, verifying insurance, taking referrals
* Supporting the functions of the nursing unit by performing and arranging outside appointments while patients are in the hospital, and/or supports the functions of the case management department by communicating with referring doctors/UR case managers and setting up appointments for after discharge for follow up
* Serving as a resource for patients, families, physicians, staff who may be requesting an appointment currently while patient is in the hospital
* Coordinating the flow of medical resources and referrals for the delivery of safe, quality patient care

## Qualifications for appointment scheduler

* Positive attitude and willingness to help
* Ability to be flexible and focused in a sometimes fast paced, ever-changing environment
* Possess strong technical skills in Microsoft Office products such as Word, Excel, PowerPoint, and particularly Outlook
* Associates degree and at least three years of administrative support experience
* Prior health care, scheduling and/or research experience
* Must have one year experience in a medical business office