

**Position:** Medical Scheduler

**Department:** UI Health Customer CARE Center

**Reports To:** Call Center Leadership

**Status:** Full-Time & Part-Time, Hourly

**Schedule:** Varies

Hours of Operation: M-F 8 a.m. to 8 p.m.

**Location:** Central Office - 1850 W. Roosevelt Rd.

Onsite with remote possibility

**Statement of Purpose:**

The Medical Scheduler will be responsible for providing a world class patient and family centered experience across the continuum that contributes to the customer satisfaction/retention, exceptional quality/value, and financial health in a high performance contact center environment. This position requires high quality customer service assistance when responding to inquiries pertaining to a variety of clinics under the UI Health umbrella. Medical Schedulers will be responsible for scheduling and registering appointments for the University of Illinois Hospital & Health Sciences System by utilizing all available informational tool and websites. Calls may consist of requests for appointment scheduling and/or registration of UI Health patients.

**Principal Duties and Responsibilities, but are not limited to:**

* Answer calls promptly, politely, and professionally.
* Obtain and enter accurate demographic information into UI Health System application
* Accurately schedule and register patients for appointments utilizing UI Health System software
* Accurately communicate appointment date, time, location and the providers name to the patient
* Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization
* Escalate calls appropriately to Leadership and Triage Nurses
* Maintain up-to date knowledge of UI Hospital and Health Science System policies and procedures as they apply
* Adhere to the HIPAA (Privacy Act) as it relates to the confidentiality of information released with policies and procedure
* Performs other duties as assigned by Leadership.

**Qualifications:**

* High School diploma or equivalent required;
* Health Care and Customer Call Center experience preferred;
* Ability to handle a call center environment. Work efficiently, accurately and be able to multi-task;
* Ability to exercise good judgment to handle calls appropriately
* Must be able to navigate through multiple databases that are utilized though UI Health’s software applications;
* Must be able to type a minimum of 30 words per minute with 95% or greater accuracy;
* Must have excellent interpersonal and communication skills both written and orally;
* Proven ability to work as a member of a team is required;
* Will be required to complete program update training, as warranted, and successfully implement that knowledge in day to day operations
* Commitment to our mission of providing opportunities for people who are visually impaired, blind, deaf-blind, or blind with additional disabilities is essential.

**Employee Benefits**

**BENEFIT PACKAGE UP TO AN ADDITIONAL 25%** **OF SALARY INCLUDING:**

• 10 days paid vacation

• 12 paid holidays

• 6 sick days accrued over the year, up to 16 days available to be accumulated

• Insurance Eligibility the 1st of the month after 30 days of employment

* Medical (65% covered by the Chicago Lighthouse), dental and vision insurance offered

• Short/long term disability

• Life insurance – 2x salary

• Employee recognition events

• Company paid pension plan after one year of employment

• Reasonably priced delicious food options on site (except at Glenview location)

• Access to micro-kitchens

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