

Job Title: Patient Scheduler

Employment Type: Full-time

Schedule: Monday to Friday

Location: Remote- Central Alabama

Job Description:

Birmingham Gastroenterology Associates is seeking a highly detailed and patient-focused Patient Scheduler to join our team. This role is responsible for scheduling patient appointments and procedures efficiently and accurately, while delivering exceptional service to patients, providers, and referring facilities. The ideal candidate will be a collaborative team player with excellent communication skills and the ability to thrive in a fast-paced environment. All duties must be performed in accordance with HIPAA regulations and the organization's Code of Ethics and Business Standards. This is a remote position; candidates must have a reliable internet connection and a suitable home workspace free from distraction. Must be able to commute to Homewood, AL. for training.

Key Responsibilities:

- Schedule office appointments, consultations, and procedures through direct communication with patients, hospitals, and referring providers
- Answer a high volume of incoming calls in a courteous and timely manner, triage appropriately, and direct to correct staff or department
- Handle appointment scheduling and call messages through the Relatient platform
- Collect, input, and verify patient demographic and insurance information in AllScripts PM
- Coordinate appointments based on physician schedules and clinic availability, including rescheduling due to cancellations or time constraints
- Ensure insurance verifications and required referrals are obtained before confirming appointments
- Maintain accurate data entry and proper indexing of patient records while observing HIPAA guidelines
- Deliver compassionate, patient-centered service with every interaction
- Collaborate effectively with team members and maintain open communication with supervisors and management
- Perform additional administrative tasks and support scheduling functions as needed

Qualifications:

- High school diploma or equivalent- Required
- Minimum 1 year of experience in a medical office, hospital, or physician practice setting - Required
- Working knowledge of medical insurance processes and referral requirements – Required
- Familiarity with Electronic Health Records (EHR) and scheduling systems – Preferred
- Proficient in Microsoft Word, Excel, Outlook, and general computer use – Required
- Typing speed of 40-60 wpm – Required
- Strong interpersonal and verbal communication skills - Required
- Ability to multitask in a high-pressure, fast-paced environment - Required
- Experience with multi-line phone systems – Preferred

Working Conditions and Physical Demands:

- This is a remote position; candidates must have a reliable internet connection and a suitable home workspace free from distraction
- Must be able to sit for extended periods while performing repetitive tasks with limited breaks
- Requires prolonged computer use and consistent access to scheduling systems and communication platforms
- Virtual or in-person meetings and training sessions will be required. Must be able to commute to Homewood, AL. for training.

Benefits:

- 401(k) with match after one year

- Health, dental, and vision insurance
- Paid time off
- Supportive team environment with opportunities for growth