



PATIENT SCHEDULER

Cancer Support Services

OVERVIEW

The Patient Scheduler is under the supervision of the Cancer Support Services Manager. The Patient Scheduler is the initial point of contact clients/patients seeking assistance for the Cancer Support Services screening services. This is a complex, high call volume, patient contact position, which provides a wide-range of services oriented toward gathering patient information and coordinating the scheduling of services for patients including ancillary and procedural services.

The incumbent performs work in an office setting requiring standard safety precaution typical of an ancillary health care facility. The incumbent must be able to work a flexible schedule as needed. Contacts are with employees within/outside immediate work area, other agencies, and the public. The purpose of these contacts is to exchange information, coordinate work efforts and to provide assistance.

PRIMARY JOB FUNCTIONS (The following duties are not all-inclusive or restrictive)

- 1) Checks patients in for clinics; assists in obtaining patient information; updates patient information in the electronic medical records system. Assists with front office clerical duties when necessary.
- 2) Ensures all patients are scheduled for next available appointments.
- 3) Assists in the preparation of screening packets and documentation; follows up with screening clients about appointments and other document needs via telephone calls, letters, text messages, or email.
- 4) Works with non-emergency medical transport drivers to ensure scheduled patients have transportation and provides transportation when necessary.
- 5) Communicates with coordinator regarding daily activities and changes in schedules, etc. Serves as a liaison between Data Management Specialist and Patient Navigators.
- 6) Assists clinical staff with patients charting and notation on electronic health records system.
- 7) Performs other duties as assigned and authorized to achieve program/office goals and objectives.
- 8) Participates and supports the mission and vision of the Department of Health and Human Services through collaboration, coordination and communication.

MINIMUM QUALIFICATIONS

Education: High School Diploma or GED Certificate; AND

Experience: Two (2) years work experience with front office administration in a medical or business setting; OR

Equivalent combination of Education, Training, and Experience, which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical front office environment and/or health care business practices.
- Good knowledge of medical terminology required.
- Knowledge of office procedures and practices.
- Knowledge of good customer service principles and practices.

- Skill in verbal and written communication skills.
- Skill in effective notation and records management.
- Strong skills in customer service and problem solving.

- Ability to work collaboratively and exercise sound judgement.
- Ability to observe client confidentiality standards at all times.
- Ability to handle multiple tasks accurately.
- Ability to lift 30-40lbs in case a patient should need wheelchair assistance.

NECESSARY REQUIREMENTS

- 1) Must maintain a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
- 2) Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license, which qualifies the incumbent for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver's license). Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass pre-employment screening.
- 4) Must pass (negative test results) mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have misdemeanor criminal convictions at the local, state, or federal level within the past five (5) years of application.
- 7) Must obtain and maintain Health Insurance Portability and Accountability Act (HIPAA) Certification, and Indian Health Services Network Security Training within 90 calendar days of hire.
- 8) Must obtain CPR/First Aid Certification within 90 calendar days of hire.

PATIENT SCHEDULER

Cancer Support Services

Supervisor: CSS Manager

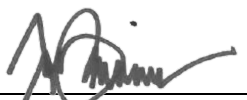
Salary Range: 30

Classification: NON-EXEMPT

DRIVER'S LICENSE REQUIRED

Revised 10/06/2025

REVIEWED BY:  DATE: 10/08/25
Department Director

APPROVED BY:  DATE: 10/08/2025
Human Resources Director