



Operator/Telephone Coordinator

Summary:

Answers incoming telephone calls and schedules appointments or directs calls to the appropriate department or staff member.

Essential Duties and Responsibilities:

- Courteously answers incoming calls in a timely manner, routes them to the appropriate department or person, schedules patient appointments, and calls patients for appointment confirmations and reminders.
- Updates patient information changes in the computer system in an accurate and timely manner.
- Sets up Televox for daily automated appointment reminders and follows up on reports. Completes appointment recalls on a monthly basis to include Televox and certified communications.
- Completes transfer forms by verifying insurance coverage, and distributes them to the appropriate physician for approval, and schedules appointments as necessary.
- Check patient messages and return calls before the end of each business day.
- Document physician messages and properly routes physician calls.
- Assist in recalls and ensure reports are up to date and all patients have been contacted up to the month the schedule is currently released.
- Schedule and return calls for the Laser center.
- Assist with appointment requests and schedule patients through the patient portal. Resets username and passwords for patients.
- Sorts and distributes office mail.
- Assists in faxing medical records when requested from the hospital or physician's offices according to medical records requests. Assists in sorting electronic fax and distributes them to the appropriate staff member or provider.
- Serves as back up to the front desk, medical records, or billing when needed.

For consideration, click [here](#) to submit résumé with salary requirements or send to:

2296 Opitz Blvd, Suite 440
Woodbridge, VA 22191
Attn: Human Resources

About Women Ob-Gyn is an equal opportunity employer.