

MEDICAL APPOINTMENTS SCHEDULER REQUIRED

As a Medical Appointments Scheduler, you'll be the first point of contact for patients—managing outbound and inbound calls, emails, and referrals; booking, rescheduling, and confirming appointments; and ensuring Audiologist diaries run smoothly. You'll combine great people skills with meticulous attention to detail, protecting patient data and delivering a calm, efficient experience.

Key Responsibilities

- Handle high-volume outbound calls, text message and emails with empathy and professionalism.
- Schedule, reschedule, and cancel appointments across multiple clinics.
- Verify patient details
- Send confirmations, reminders, and pre-appointment instructions (SMS/email) and follow up on no-shows.
- Triage basic queries and route clinical questions to the appropriate Audiologist.
- Maintain accurate records in the practice CRM system.
- Produce daily/weekly scheduling reports and flag risks (Recurring DNA patterns).
- Uphold GDPR/HSE data protection, confidentiality, and safeguarding standards at all times.
- Participate in continuous improvement—document SOPs, suggest workflow enhancements, and support new service rollouts.

Essential Skills & Experience

- 1–2+ years in medical scheduling, in audiology/primary care reception/ dental/ or similar high-volume contact centre.
- Strong customer service and communication skills; calm under pressure.
- Excellent attention to detail, spelling, and data entry accuracy.
- Ability to prioritise, manage multiple diaries, and meet daily targets.
- Understanding of GDPR, patient confidentiality, and consent.
- Comfortable handling sensitive conversations with empathy and discretion.

Nice to Have

- Experience in audiology or outpatient clinics.
- Familiarity with call routing/telephony systems (IVR/softphone) and SMS reminder platforms.

Working Hours

- Core hours: [e.g., 9:00–17:00], Monday–Friday
- Rotas for early/late cover and occasional Saturdays as needed

To Apply

If you feel you have the skills and qualifications we are looking for, please send your CV to melissalong@audiologymedicalservices.ie