

## Job Description

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**Job Title:** Surgery Scheduler

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**Department:** Surgery Scheduling

**Supervisor:** Patient Access Manager

**Supervises:** No

**Job Summary:** Schedules patients for procedures and surgery and advises patients of surgical and financial preoperative requirements. Coordinates and schedules appointments for surgeries and procedures at the clinic, ambulatory surgery center or hospital.

**Major Responsibilities/Tasks:**

1. Coordinate and schedule surgeries and procedures and follow-up appointments as designated by physicians according to established policies and procedures.
2. Interact with patients, physicians and other staff within the clinic and at outside facilities providing accurate, timely and responsive information.
3. Coordinate processes and timing as required meeting physician and facility requirements.
4. Coordinate arrangements for surgical assistants, special equipment, and surgical materials.
5. Schedule diagnostic therapy and other treatments as requested.
6. Obtain authorization for surgery from patient's insurance company.
7. Provide patient with generic preoperative information sheets and advise patients of preoperative surgical and financial requirements.
8. Submit patient clinical and financial information to facility assuring appropriate medical records release, if needed.
9. Answer and screen telephone calls in a courteous manner, and record messages for physician and other personnel.
10. Obtain accurate information from patients and ensure all registration forms are complete.
11. Collect patient pre-payments as directed daily.
12. Provide information to patients regarding unpaid balances prior to procedure or surgery.
13. File records in appropriate sections of patient electronic or paper charts and keep patient charts in proper order.
14. Review financial and clinical paperwork to assure completion before the scheduled procedure or surgery date.
15. Maintain files and patient records in a confidential manner.
16. Perform other related duties as directed or assigned.

**Education:** High school diploma or general equivalency diploma (GED).

**Experience Required:** Minimum two years of administrative assistant experience in a medical office setting.

**Equipment Operated:** Office machinery including computers, fax, calculator, and photocopier. Occasionally lift and carry files up to 20 pounds.

**Work Environment:** Work performed in office environment and involves frequent contact with staff and patients. May require working under stressful conditions.

**Mental/Physical Requirements:** Manual dexterity for office machine operation including computer and calculator; stooping, bending to handle files and supplies, mobility to complete deliveries, or sitting for extended periods of time. Stress can be triggered by multiple staff demands and deadlines.