

Job Description

Job Title: Surgery Scheduler

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:

- Coordinate and schedule surgeries, procedures, pre-operative and follow-up appointments as designated by physicians according to established policies and procedures.
- Interact with patients, physicians and other staff within the clinic and at outside facilities providing accurate, timely and responsive information.
- Coordinate arrangements for surgical assistants, special equipment, and surgical materials.
- Obtain authorization for surgery from patient's insurance company.
- Insurance, LNI and Medicaid knowledge.
- Ability to understand and utilize medical screening terminology.
- Understanding of internal and external medical screening processes.
- Provide patient with generic preoperative information sheets and advise patients of preoperative surgical and financial requirements.
- Submit patient clinical and financial information to facility assuring appropriate medical records release, if needed.
- Answer and screen telephone calls in a courteous manner, and record messages for physician and other personnel.
- Obtain accurate information from patients and ensure all registration forms are complete.
- File records in appropriate sections of patient electronic or paper charts and keep patient charts in proper order.
- Accurately complete legal surgical paperwork.
- Review clinical paperwork to assure completion before the scheduled procedure or surgery date.
- Maintain files and patient records in a confidential manner.
- Perform other related duties as directed or assigned.

Experience Required: Minimum two years' experience in a medical setting, which includes scheduling experience; prior authorization experience preferred.

Performance Requirements:

Knowledge:

- Knowledge of scheduling and obtaining prior authorizations.
- Knowledge of OR block utilization and guidelines.
- Knowledge in HIPPA privacy requirements.

Skills:

- Skill in operating office equipment, printers, scanners, etc.
- High level of organization including time management, prioritization, and multitasking.
- Skill in writing and communicating effectively.
- Skill in problem-solving.

Abilities:

- Knowledge of multiple EHR systems to include Athena, Clarity, Epic, Meditec and Labcorp.
- Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software, email and internet.
- Ability to communicate clearly and concisely.
- Ability to establish and maintain effective working relationships with peers, patients, physicians, clinical staff, and the public.

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

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.

I have read the Surgery Scheduler Job Description and understand the functions of the position.

Employee Signature: _____ **Date:** _____