



JOB DESCRIPTION

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| JOB TITLE: | Scheduling Coordinator |
| EXEMPT: | No |
| REPORTS TO: | Clinical Director |

JOB SUMMARY: The Scheduling Coordinator is assigned to primarily one physician and maintains all aspects of that physician's office and surgery schedules. He/She will provide back-up coverage as needed to coworkers and other physicians. Scheduling all in office appointments including New Patient referrals, scheduling all surgical procedures, obtaining authorizations when required, ensuring proper pre-certifications, and performing general office duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned:

- Schedule all in office appointments for patients that call the office and upon exit from an in office visit. Schedule all incoming New Patient referrals per physician scheduling protocols. Ensure authorizations are obtained for any applicable office visits per individual insurance requirements and update the computer system with authorization and demographic information. Check eligibility for patients with specific insurances.
- Schedule all surgical procedures under the direction of assigned physician. This includes obtaining applicable authorizations, verifying eligibility, scheduling assistant/co-surgeons as necessary, scheduling OR technicians or surgical representatives as needed, communicating all necessary information including correct paperwork to appropriate facilities.
- Ensure first post-operative appointments are made for the patients after surgery is scheduled.
- Re-schedule patients as needed to comply with physician's schedule changes.
- Ensure all required radiology tests are received in the office prior to a patient's scheduled appointment date.
- Work with Administrative Assistants as necessary when patients are added late to the physician's schedule to ensure all required documentation is available in the patient's chart.
- Communicate effectively with each physician for patient messages.
- Maintain organization and proper handling of voicemail, incoming faxes, written messages, and referrals to ensure patient's needs are met in a timely manner.
- Other duties as assigned by a member of the Administration Team.

GENERAL RESPONSIBILITIES:

- Assists with coverage of other Scheduling Coordinators as necessary to cover time off and illness.
- Performs all duties and responsibilities in a customer service, efficient, team-oriented manner.
- Establishes and maintains effective channels of communication and a professional relationship with patients, physicians, co-workers, contractors and outside facilities.
- Uses equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards and observes common sense rules of safety in all on-the-job activities.
- Conducts self in manner reflecting credit on the company, and encourages others to do the same.
- Observes strict patient confidentiality in dealing with patients.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED), two year college degree, and/or two years office or related experience.

LANGUAGE SKILLS:

- Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to physicians, patients, vendors, management, and other employees.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES:

- Must be computer literate.
- Must be well organized and possess excellent telephone communication skills.
- Must be detail oriented, conscientious and able to follow through.
- Working knowledge of medical terminology, a plus.
- Working knowledge of efficient filing systems, office machines and equipment.
- Must be able to adjust tasks in accordance with changing deadlines, emergency calls and priorities.
- Must be able to complete tasks and meet deadlines.

PHYSICAL DEMANDS: physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. Employee is regularly required to sit for extended periods of time.
- Employee is regularly required to use hands and fingers for typing and filing. The employee is frequently required to reach with hands and arms and occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Employee may lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee sometimes works near moving mechanical parts and is occasionally exposed to the risk of electric shock.
- Noise level in the work environment is moderate to loud.
- Stress level in the work environment is moderate to high.