

Job Title: Scheduling Coordinator
Department: Operations
Reports to: Practice Administrator

Job Overview:

The Scheduling Coordinator is an integral part of the patient's experience and facilitator when the physician determines that the patient is a candidate for surgery. The Scheduling Coordinator works with the patient in selecting a surgery date, schedules a pre-op and post-op date, calls for any pre-certifications, collects surgery fees, plus any additional steps needed for their procedure. The patient should leave their appointment confident that the Scheduling Coordinator will complete each step needed for their impending surgery.

Responsibilities and Duties:

- Professional and courteous customer service – greet patients and visitors with outstanding customer service and an “attitude of gratitude that they chose us” mentality. We call it POSMctivity!
- Schedule and/or cancel patient surgical cases which includes: pre-op and post-op visits, consent forms, equipment, anesthesia, verify insurance, pre-certifications and collecting fees
- Schedule diagnostic imaging orders.
- Schedule viscosupplementation orders.
- Coordinate physician's schedule (booking in and out) with assigned personnel for schedule changes, surgeries, conferences and vacations
- Knowledge of managed care
- Accuracy of patient data
- Detailed and ability to multi-task

Qualifications:

- Must have a high school diploma or equivalent
- Scheduling Coordinator/medical experience preferred, but not required
- Verbal communication and comprehension skills
- Punctuality in arriving to work and reliability in attendance
- Ability to read, write and comprehend tasks given
- Above average computer skills



Working Conditions:

- Typically 8 hours per day required, Monday through Friday
- Minimal overtime may be required when necessary
- One hour lunch break
- Minimum travel possible
- Computer and office equipment used daily

Physical Abilities:

- Capability of working 8 hours per day
- Sitting, standing, minimal lifting
- Ability to stay at task
- Understandable speaking skills in-person and on-phone
- Repetitive hand movements (computer work)

This job description is not designed to be a complete inventory of the job duties, responsibilities and qualifications. It's designed to give the general nature and level of work to be performed by employees assigned to this position.

My signature indicates that I received a copy of my job description and understand the general nature of the job duties and responsibilities that comes with this position at Plano Orthopedic.

Employee Signature

____/____/____

Signature Date

____/____/____

Hire Date