

Job Title: Scheduling Coordinator

Date Created: 6/2016

Reports To: Patient Services Manager

Last Revision: 5/2018

Department: Scheduling Coordinator

FLSA: Non-Exempt

GENERAL SUMMARY OF DUTIES: Schedule patients for surgery, tests, referrals, medical and cardiac clearance, pre-op tests and review meds and health history as needed.

#### ESSENTIAL FUNCTIONS

- Scheduling patients for surgery, completing facility paperwork and giving patient instructions
- Scheduling patients for diagnostic tests including bone scans, MRI, CT, EMG/NCS, ESI, ultrasounds etc. Completing all appropriate screening sheets to schedule
- Reviewing patient's meds and health history to determine pre-admission testing
- Identifying potential medical/surgical risks and problems and communicating those to the physician.
- Recognizing medications types and medication interactions to identify medications that need to be discontinued prior to surgery.
- Scheduling appropriate medical and cardiac clearances.
- Scheduling patient for follow-up appointments and tests.
- Other duties as assigned – i.e. – restocking
- Follow physician protocols for scheduling appointments and surgeries.

#### EDUCATION

Requires a high school diploma and graduate from accredited MA program required. MA Certification preferred, or must be obtained within 90 days of employment.

#### EXPERIENCE

Prefer one year of prior surgery scheduling experience and in a health care facility setting.

#### KNOWLEDGE

- Knowledge of Practice Management and Word Processing Software
- Computer background/knowledge preferred.
- Knowledge of surgical procedures desirable.
- Knowledge of medical terminology helpful.

#### SKILLS

- Skill in operating a computer
- Excellent communication skills with patients, coworkers, physicians and outside facilities

- Accuracy and attention to detail
- Must possess tact and diplomacy
- Demonstrates flexibility by adapting to new and changing situations and duties in order to need patient needs effectively.
- Time management skills
- Excellent telephone skills

**ABILITIES**

- Works independently
- Ability to exercise judgment and make decisions
- Ability to apply written instructions and standardized work practices.
- Ability to follow protocols
- Ability to prioritize
- Ability to handle multiple tasks in a busy environment and see them through to completion.
- Sound judgment and problem solving ability
- Ability to drive from one location to another
- Must be reliable
- Ability to document accurately and concisely
- Ability to perform while under stress
- Must possess sufficient dexterity to perform the essential responsibilities
- Must be able to communicate in the English language fluently

**ENVIRONMENTAL/WORKING CONDITIONS**

Work is performed in an office setting with some travel between offices. May be stressful at times due to multiple projects and priorities. May deal with angry or upset patients.

**PHYSICAL/MENTAL DEMANDS**

Work requires hand dexterity, stooping, bending, and sitting. Employee must possess visuals and auditory acuity in order to communicate with physicians, co-workers, patients and outside customers.

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Employee Print

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Employee Signature

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