https://www.childrensent.com/jobs/surgery-coordinator/

Surgery Coordinator

Hiring organization
Pediatric ENT of Atlanta

Employment Type
Full-time

Description

Position Profile: Surgery Coordinator

Reports to: Operations Manager/Administrator/Physician

POSITION SUMMARY:

This position is responsible for all aspects of scheduling surgery and other outpatient procedures for a patient including admissions. Performs some insurance verification and pre-certifications. It requires excellent communication skills with parents, managed care organizations, physicians, hospital surgery scheduling departments and outpatient surgery scheduling departments.

ESSENTIAL POSITION FUNCTIONS:

- At the decision for surgery this employee will either meet with or call the parent to schedule a date for surgery and explain surgery protocols to them.
- Will schedule in- patient admissions.
- Will schedule outpatient procedures such as MRI, CT, or other testing required.
- Prepares surgery information packets and mails surgery information to parent.
- Answers all patient/parent questions regarding surgery or procedures to ensure compliance and patient satisfaction.
- Notifies parent of insurance benefits, any amount due to PENTA prior to surgery date and collect money.
- To maximize potential for reimbursement performs the following:
- Verifies all surgeries and procedures with insurance plan.
- Precertification for surgery and procedures if require
- Maintains records of all verified surgeries and procedures to provide to reimbursement department.
- Stays current with carrier requirements to ensure all are met in order to maximize our potential for reimbursement.
- Ensures that appropriate procedure and diagnosis coding is utilized in the precertification and verification process and questions physicians to ensure accuracy and completeness of information.
- Coordinates cases with other PENTA physicians and/or other surgeons outside of this practice.

SUPERVISORY DUTIES:

None

POSITION REQUIREMENTS:

- High School education or G.E.D., or equivalent. Completion of a course as a

medical assistant would be an advantage.
- Previous experience in surgery scheduling is required.
- Clinical and coding experience preferred.
- Previous patient contact work in a medical practice is required.
- Possesses a preference for dealing with people who are ill and need help.
- Possesses the tact to deal effectively with patients, parents, physicians and other employees in the practice as well as insurance carriers and hospital personnel.
- Possesses the ability to coordinate multiple tasks in detail.
- Able to take the initiative and drive to take a project from its inception to a successful conclusion.
- Has strong written and oral communication skills.

WORKING ENVIORNMENT:

Physical Demands:

Lifting Requirements:

- Frequency of lifting 20-40 lbs., 0-15% of time.
- Average percent of time during regular shift devoted to: standing, walking, bending and reaching.

Additional Physical Demands:

- Ability to grasp with both hands; pinch with thumb or forefinger; turn with hand/arm; reach above shoulder height
- Ability to operate multi-line telephone system; computer keyboard.

Visual, Hearing, Dexterity and Mental Demands:

- Vision: Adequate to perform the essential functions of the job such as read a computer terminal for long periods of time. Correctable to 20/20.
- Hearing: Adequate to perform the essential functions of the job such as answering the phone and communicating with patients.
- Speaking: Adequate to perform the essential functions of the job such as communicating via telephone or in person for the purposes of surgery scheduling and providing patient information.
- Adequate to perform the essential functions of the job such as
    - Multi-tasks of accumulating data
    - Sorting papers
    - Stapling/operating office equipment
    - Documenting information
    - Dealing with angry patients/parents
    - Uncooperative insurance carriers
    - No problems with dealing with stressful situations in regard to physician demands vs. availability of surgery block time