JOB DESCRIPTION

Job Title: Surgical Coordinator

GENERAL SUMMARY OF DUTIES: Serves as primary staff liaison with all surgery patients from initial physician recommendation for surgery until surgery is completed. Provides planning and service to patient and physicians to facilitate the scheduling and performance of surgical procedures; provides support paperwork and documentation to patients and physicians; ensures all necessary criteria are met prior to surgery.

LOCATION: Washington, DC

SUPERVISION RECEIVED: Reports to Clinical Director.

SUPERVISION EXERCISED: None.

FLSA STATUS: Exempt.

ESSENTIAL FUNCTIONS:

1. Verifies patient insurance coverage for surgery and provides medical documentation to justify medical necessity, pre-determination and final authorization.
2. Posts/schedules all surgeries for both inpatient and outpatient procedures.
3. Delivers pre-operative patient packet, either in person or via mail.
4. Advises patients regarding restrictions prior to and following surgery.
5. Adjusts physician schedules, as necessary, to accommodate surgery schedules.
6. Answers telephones, screens calls, takes messages and provides information pertaining to surgical procedures.
7. Maintains strictest confidentiality.
8. Other duties as assigned.

The job holder must demonstrate current competencies applicable to the job position.

EDUCATION: High school diploma required. Bachelor’s degree preferred.

EXPERIENCE: Minimum of one year experience in healthcare organization.

REQUIREMENTS: None.

KNOWLEDGE:
1. Knowledge of healthcare organizations and practices
2. Knowledge of medical terminology and surgical procedures.
3. Knowledge of billing practices and clinic policies and procedures.
4. Knowledge of insurance industry.
5. Knowledge of grammar, spelling and punctuation to type correspondence.

SKILLS:

1. Skill in computer programs, spreadsheets and applications.
2. Skill in electronic medical record software.
3. Skill in typing.

ABILITIES:

1. Ability to communicate (verbal and written) effectively and work with others.
2. Ability to understand and interpret policies and regulations.
3. Ability to collaborate and enjoy working with a team, as well as working independently.
4. Ability to prepare documents, as needed, for surgical procedures.
5. Ability to read, understand and follow oral and written instruction.

ENVIRONMENTAL / WORKING CONDITIONS: Work is performed in an office environment. Involves frequent contact with staff and patients. Work may be stressful at times. Contact may involve dealing with anxious, angry or upset people.

PHYSICAL/MENTAL DEMANDS: Work may require hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands or deliveries, or sitting for extended periods of time.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve. This job description is not to be construed as a contract for employment.