



FILUTOWSKI EYE INSTITUTE

JOB DESCRIPTION: Surgical Scheduler

PRIMARY TASKS, DUTIES, AND RESPONSIBILITIES

- Responsible for entering instructions needed for scheduling in the electronic medical record
- Take or respond to telephone calls promptly to establish or confirm appointments
- Responsible for the scheduling of patient appointments for consultations, evaluations, and treatments; follow-up or re-evaluation
- Responsible for collecting existing and new patient insurance information for insurance verification purposes
- Provide support in maintaining and updating patient medical records
- Responsible for entering data into various electronic systems, as well as maintaining the integrity and accuracy of the data
- Utilize appropriate schedule codes in scheduling office and hospital-based medical procedures, for patients with appropriate provider and time/location slot
- Program patients for diagnostic and imaging tests to be completed
- Confirm that patients have proper medical clearance
- Carry out pre-procedure phone calls and confirm appointment times with patients via telephone
- Responsible for reviewing discharge instructions with patients
- Ensure suitable follow-up appointments are scheduled after a procedure is scheduled
- Provide support to other members of the department as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Education: High school graduate or equivalent qualification
- Knowledge: Prior practice management system experience or at least one year of previous patient registration experience or a related role
- Computer skills: Working knowledge of PC and proficiency with Microsoft Office tools
- Detail orientation: A keen eye for details to examine documents for accuracy and completeness
- Communication skills: Ability to appropriately convey information both orally and in writing to patients, clinical, and non-clinical personnel
- Customer service skills: Courteous and willing to provide support to patients and other workers
- Organizational skills: Highly organized with the ability to multi-task, work under pressure, and manage changing priorities and a heavy workload.

PROFESSIONAL:

- Treat all patients and staff with compassion and empathy.
- Recognize and respect cultural diversity.
- Adapt communication to an individual's ability to understand.
- Use medical terminology appropriately.
- Respond to communications received within a reasonable time frame.
- Assist nursing staff with admission, pre-op and post-op care, discharge, and follow-up care of the patient.
- Project a professional manner and image.
- Adhere to ethical principles.
- Demonstrate initiative and responsibility.
- Work as a team member.

- Manage time efficiently, do not participate in gossip or other time-wasting activities.
- Prioritize and perform multiple tasks.
- Adapt to change, including new hours of operation and methodology.
- Attend all staff meetings and mandatory in-service education.
- Maintain proper observation and adherence to company policies and procedures, including the Employee Handbook.

LEGAL:

- Maintain patient and company confidentiality.
- Practice within the scope of education, training, and personal capabilities.
- Document company documents (hard copy and electronic) accurately.
- Use appropriate guidelines for releasing information.
- Maintain awareness of federal and state health care legislation and regulations; OSHA, CLIA, and HIPAA.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the 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 sit, talk, use repetitive motion, type, and hear. The employee is frequently required to stand, walk, use hands and fingers to handle and feel, and reach with hands and arms. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally lift and/or move up to 25 pounds.

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

The omission of specific statements or descriptions does not preclude management from assigning duties not listed herein if such duties are a logical assignment to the position.

Employee Signature

Date