ROSS
EYE INSTITUTE

JOB TITLE: SURGICAL SCHEDULER
FLSA STATUS: NON-EXEMPT
DEPARTMENT: CLINIC
REPORTS TO: OFFICE MANAGER

POSITION SUMMARY:

The *Surgical Scheduler* is responsible for scheduling surgeries for assigned physician(s). Responsibilities include coordinating surgical procedures with multiple hospitals and surgery centers, scheduling and obtaining pre-operative testing, writing and communicating surgery orders, and collecting necessary documentation for surgeries. This individual works closely with patients, physicians, and surgery location to providing accurate, timely, and responsive paperwork.

ESSENTIAL FUNCTIONS - PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Coordinates and schedules surgeries, follow-up appointments as designated by physicians.
- Interacts with patients', physicians and other staff both within the Clinic and at outside facilities providing accurate, timely and responsive information.
- Coordinates processes and routes all paperwork as required to meet physician and facility requirements.
- Ensures efficient telephone communication.
- Documents work processes as required.
- Follows all written protocols and procedures of the Clinic.
- Demonstrates courtesy and helpfulness toward patients and their families.
- Must be able to recognize and respond appropriately to urgent/emergent situations per protocols.
- Establish and maintain effective working relationships with physicians, staff, and management.
- Books surgeries based on physician volume maintaining appropriate standard turn-around times.
- Identifies scheduling barriers and implements solutions to improve scheduling results based on predetermined goals.
- Follow established REI and surgery center/hospital precautions and procedures in the performance of all job duties to ensure a safe work environment. Adhere to policies regarding safety, confidentiality and HIPPA guidelines.

QUALIFICATIONS & SKILLS:

- High school diploma or GED required.
- Basic Life Support Certification required.
- 1+ years surgery scheduling or related experience. Must be able to communicate effectively with physicians, patients and the public and be capable of establishing good working relationships with both internal and external customers.
- Strong knowledge of clinical / medical practice operations, procedures, terminology, and administrative procedures.
- Must be flexible and have the ability to multi task.
- Proficient in computers and relevant software applications and practice management technology.
- Ability to collaborate across departments and build effective relationships with internal and external customers to achieve goals.
- Possession of strong problem solving skills and sound judgment.

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- Ability to achieve team goals while demonstrating organizational values and utilizing resources responsibly.
- Ability to be proactive and take initiative.

- Exhibit high level of quality through attention to detail and monitoring of work.
- Possession of strong organizational skills.
- Excellent verbal and written communication, as well as, exceptional interpersonal communication skills.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Deals with confidential information and/or issues using discretion and judgment.

PREFERRED EXPERIENCE:
- Prior ophthalmic experience in a private medical office.

SUPERVISION EXERCISED:
- This position has no supervisory responsibilities.

WORK ENVIRONMENT & PHYSICAL DEMANDS:
- Work is performed in a clinic and office setting. Must be able to sit, stand, and walk for long periods of time. Ability to accurately type, write, and use general office equipment is necessary. Extensive telephone communication is required.
- Must be able to lift 25lbs.

GENERAL SIGN OFF: The employee is expected to adhere to all company polices. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the business.

Signature: _____   Date: _____