

SURGERY SCHEDULER JOB DESCRIPTION

POSITION: SURGERY SCHEDULER

REPORTS TO: PRACTICE MANAGER

TIME/STATUS: FULL TIME, NON-EXEMPT

STACY DAVIS

SPECIFIC RESPONSIBILITIES

1. Performs day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, scanning, faxing, answering phones and data entry.
2. Maintains and demonstrates thorough knowledge of surgical scheduling requirements for all elective SX's performed
3. Reviews surgical scheduling requests and initiates in a timely manner.
4. Reports any special requests and new procedures to management before scheduling.
5. Constant communication with providers and management to ensure an efficient scheduling process and communicates timely on any deficiencies.
6. Follow-up and ensures all documentation are obtained from the providers as well as the insurances.
7. Initiates all pre-certifications and authorizations, including continual monitoring for approvals or rejections.
8. Maintains and updates patient notes in the HUB for providers and staff to reference status of SX's.
9. Verifies if authorizations have been obtained prior to scheduling; should authorization expire (30 days), new authorization will be completed.
10. Ensures all authorization forms are completed thoroughly to include supporting documentation (H&P, Orders etc).
11. Places all elective SX's on schedule, monitors "visit status" and changes as authorization progresses (ie. Pending, Confirmed and Completed)
12. Informs/provides patient with all necessary information and instructions once decision for SX has been made which includes mail/email confirmations to patients.
13. Once SX has been scheduled and all prescreening and pre-op processes are completed, "visit status" is changed to confirmed
14. Ensures timely completion of faxing for surgery/procedures orders sent to hospitals.
15. Remains in correspondence with hospitals to confirm SX dates and times and updates patient and provider for any changes.
16. After SX has been completed, follow up calls are made to patients to check status after SX, including scheduling of post-op.
17. Once post SX call is made and patient has been contacted, OP report will be pulled if available. "Visit status" will then be changed to completed
18. Scheduling/Fax orders for outside procedures - BX, CT, IR, ETC., direct admits to hospital when requested from providers and sends request for outgoing referrals.
19. Updates and ensures correct and accurate patient information is on file.
20. Verifies insurance for SX co-pays and co-insurance and notifies patients on expected out of pocket cost.
21. Collects pre-payment for SX prior to patient having procedure, post pre-payment to the DOS and correctly documents in the billing notes.
22. Informs manager if full payment has not been made by the patient to determine payment plan on balance of needed.
23. Follows up on all cancelled or no shows for elective SX's and reports back to provider.
24. Sends prescriptions to pharmacy via fax or e-mail.
25. Triage Patient Calls / Hospital Calls / Home Health Calls regarding elective SX's.
26. Checks voice mail throughout working day and responds in a timely manner (same day or no later than next business day)
27. Completes and prints Time of Service day sheet for payment collections and completes report to turn in.
28. Provides a weekly report to manager for pending authorizations due to incomplete provider notes.