THE DOCTORS CLINIC

Excellence in Patient Care

JOB TITLE: **Surgery Scheduler**
REPORTS TO: **Clinic Manager**
FLSA STATUS: **Non-exempt**
JOB OVERVIEW: **Professionally represent The Doctors Clinic to the public ensuring a professional and courteous environment.**

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Coordinate and schedule surgeries, follow-up appointments as designated by physicians.
2. Interact with patients', physicians and other staff both within the Clinic and at outside facilities providing accurate, timely and responsive information.
3. Coordinate processes and route all paperwork as required to meet physician and facility requirements.
4. Ensure efficient telephone communication.
5. Follow all written protocols and procedures of the Clinic.
6. Demonstrate courtesy and helpfulness toward patients and their families.

ADDITIONAL RESPONSIBILITIES:

1. Schedule mutually acceptable appointment times for patients and physicians using computerized scheduling system.
2. Work as a team member within the patient services department and all other departments.
3. Must be able to recognize and respond appropriately to urgent / emergent situations per protocols.
4. Establish and maintain effective working relationships with physicians, staff and management.
5. Effectively cope with typical job stress.
6. Document work processes as required.
7. Perform other duties as assigned.

QUALIFICATIONS:

Education: High school diploma or equivalent.
Certification/Licensure: Not required.
Experience: One of the following:

1. 6 months experience as a medical receptionist with strong knowledge of coding.
2. 6 months related experience and/or training, or equivalent combination of education and experience.

Skills:

1. Medical terminology.
2. ICD-9 / CPT Coding.
3. Basic typing and keyboarding skills.
4. Strong organizational and interpersonal skills.
5. Experience with customer service and multi-line phones.
6. Familiarity with computers and other office equipment.

Other Requirements:

1. Ability to prioritize responsibilities.
2. Ability to multi-task efficiently and effectively.
3. Must be able to act calmly and effectively in a busy or stressful situation.
4. Ability to communicate effectively in the English language in person, by phone and in writing.
5. Knowledge of contracted insurance plans and procedures.
6. Requires adherence to all policies and procedures, including standards for safety, attendance, punctuality and personal appearance.
7. Must be able to establish and maintain effective working relationships with managers and peers.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone.
Speaking: Must be able to communicate clearly to patients in person and over the telephone.
Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
Other: Requires occasional lifting and carrying items weighing up to 10 pounds unassisted. Requires frequent bending, reaching, and repetitive hand movements, standing, walking, squatting and sitting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Medical Assistant job description and understand the functions and objectives of the position.

Employee Signature: _____ Date: _____

THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER

Last update: 04/17/2006