Job Description

Position: Surgical Coordinator
Department Urology- CHONY
Location: Morgan Stanley Children's Hospital of New York Presbyterian Hospital
Reports to: Division Supervisor

Responsibilities:

1. Schedule all surgical cases for assigned attending staff member(s).
2. Work with OR scheduling office to ensure all OR cases are scheduled in a timely manner as according to physician direction.
3. Work with other departments in coordinating surgical interventions as directed by physician; arrange for all necessary equipment and additional tech personnel to be present at time of surgical procedure.
4. Contact insurance companies to obtain eligibility and pre-certifications for surgical procedures including authorizations for radiological procedures.
5. Provide pre-operative instructions to patients, monitor incoming patient information from various sources (WebCIS, facsimile) and scan all documents into patient charts.
6. Maintain database to ensure all pre-surgical forms, medical clearance documents, patient radiological exams and laboratory work is completed in a timely manner within the guidelines of OR scheduling.
7. Work with clinical operations manager to improve utilization of OR block-time and release unused OR time.
8. Review surgical and clinical forms for completeness and accuracy for all surgical procedures.
9. Answer incoming calls, retrieve messages from various sources (telephone, facsimile, e-mails), and deliver messages to physician, nurse, and other parties.
10. Seek approvals surrounding physician schedule(s) in order to utilize and accommodate additional OR time; communicate approved changes with various staff members, identify conflicts with physician clinic/academic and OR schedule, provide suggestions and assist in the resolution of conflicts.
11. Work on special projects; perform other related duties as assigned or requested.
12. Assist with secretarial coverage when needed.
13. Schedule post-operative visits.
14. Required Training: Conforms to all applicable HIPAA. Billing compliance and safety guidelines
15. Demonstrate the following seven competences behaviors that will ensure patient centered care for a "WOW" experience.
    1. Effective Communication
    2. Job Knowledge
    3. Patient Centered Care
    4. Empathy
    5. Collaboration and Teamwork
    6. Pride and Excellence
    7. Integrity and Credibility

Position Qualifications: Bachelor's Degree preferred. Minimum Experience: 3 years of Medical Secretary experience with demonstrated knowledge of surgical scheduling. Prior experience in Urology preferred. Bilingual Spanish and English. Good communication and organizational skills. Must be detail oriented and able to multi-task in a fast paced environment.

APPROVED BY:

_____

DEPARTMENT ADMINISTRATOR DATE

_____

APPLICANT SIGNATURE DATE