

JOB DESCRIPTION

POSITION: Surgical Coordinator / Surgical Counselor

DEPARTMENT: Clinical

REPORTS TO: Front Office Supervisor

JOB SUMMARY: This individual is responsible for assisting the patient with all aspects of pre-operative preparations in order to promote patient confidence in their medical care and to make the surgical experience as smooth as possible; acts as a liaison between the office, surgical facility, patient and primary care physician.

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent; some college preferred.
2. Two years experience in a surgical specialty practice, ophthalmology preferred.
3. C.O.A. helpful.

ESSENTIAL SKILLS AND ABILITIES:

1. Excellent communication and interpersonal skills.
2. Strong organization with attention to detail.
3. Analytical problem-solving skills.
4. Demonstrated ability to meet deadlines.
5. Ability to work independently and as a team member.
6. Demonstrated computer literacy.
7. Capability of meeting patient surgical scheduling volumes as established by the lead technician.

RESPONSIBILITIES:

1. Acts as an effective liaison between the patient, surgeon, primary care physician, and the surgical facility in all aspects of pre-operative preparations.
2. Schedules all patient surgeries and pre-operative appointments, including those with the patient's primary care physician, surgical facility, ophthalmologist or technician.
3. Schedules post-operative appointments as appropriate.
4. Arranges patient transportation if necessary.
5. Notifies patient of all scheduled appointments.
6. Prepares surgery folders and post-op kits.
7. Sends appropriate H&P forms, labs, EKGs, and radiology needs to primary care physician.
8. Collects all pertinent information for upcoming surgery, such as bookings, lens orders, insurance, H&Ps, and signed consent forms, and transfers to surgical facility.

9. Answers all telephone inquiries from patients, their families, or primary care physicians concerning surgery and/or related concerns.
10. Contacts patient two days prior to surgery advising them about their arrival time at the hospital, answering any questions, and reminding them of any changes in their medications.
11. Performs other tasks as assigned.