



JOB DESCRIPTION

TITLE: Surgery Scheduler
DEPARTMENT: Surgery
REPORTS TO: Director of Surgical Services
FLSA: Non-Exempt

SUMMARY OF JOB:

To effectively schedule Community Hospital procedures.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Schedules OR procedures for Community Hospital by:
 - a. Interacting closely and professionally with physician office personnel via phone and fax to receive patient information for scheduling
 - b. Assessing information received for completeness
 - c. Working with physician office personnel to obtain any missing or unclear information
 - d. Identifying any conflicts in equipment, personnel, instrumentation, etc. for cases, working closely with OR Managers/Director to resolve as necessary
 - e. Verify that all supplies have been ordered, delivered and stocked in the correct room.
 - f. Communicating closely with OR Managers/Director to resolve any scheduling issues that may arise
 - g. Faxing completed schedules to offices for final confirmation as necessary
2. Handles physician blocks in SIS by:
 - a. Accurately entering block information into system for each physician
 - b. Working closely with office personnel to determine if and when blocks will be released due to vacations and other absences of physicians
 - c. Broadcasts open block time availability to physician offices via fax, phone, and on SIS
3. Communicates effectively by:
 - a. Professionally answering all incoming calls
 - b. Making referrals to appropriate areas
 - c. Interacting with Pre-Op Resource Coordinator as appropriate

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- d. Interacting with Community Hospital and First Choice receptionists to ensure pre-admissions for patients are completed as necessary
 - e. Communicating closely with OR Managers/Director/Business Director as needed
 - f. Communicating schedule information with Anesthesiologists as requested
4. Demonstrates office responsibilities by:
 - a. Greeting all patients/visitors/physician office staff/co-workers in a kind and professional manner
 - b. Handling all incoming and outgoing mail, faxes, Fed Ex, UPS, etc. in a professional manner
 - c. Copying and filing all scheduling related information as appropriate
 5. Other duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent with at least one (1) year of past health care experience with surgery scheduling

OR

equivalent combination of education and experience.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

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Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

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Employee Name & Signature

Date

Supervisor Name & Signature

Date