



## JOB DESCRIPTION

**JOB TITLE:** Scheduling Coordinator II  
**EXEMPTION STATUS:**      Exempt   X   Non-Exempt  
**REVISED DATE:** 7/7/2022

**SUMMARY:** Under the direction of the Nursing Supervisor, Office Manager or Clinic Coordinator, the Scheduling Coordinator II manages and coordinates surgery and procedure scheduling including meeting pre-certification requirements in accordance with established policies & procedures, insurance guidelines, and facility requirements in a multi-specialty environment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Keeps current on all insurance requirements for pre-certification of surgical procedures and diagnostic testing.
- Evaluates pre-certification process and revises procedures and/or devises forms and workflow to maximize efficiency, including establishing and maintaining electronic email, fax, and telephone transmissions with insurance carriers.
- Trains other clinical staff on the proper procedures and protocols to ensure correct pre-certification is obtained, documented, and recorded.
- Reviews pre-certifications obtained by other clinical staff to ensure accuracy and completeness.
- Oversees scheduling of patients for surgeries and diagnostic procedures for patients from the main clinic as well as satellite facilities. Surgeries are scheduled at several regional facilities where medical staff has clinical privileges.
- Develops and maintains appropriate pre-op and pre-testing instruction material and explains procedures/tests to patients per physicians' instructions as requested.
- Verifies insurance coverage and pre-certifies patients for procedures and/or hospital stays.
- Answers messages regarding surgeries and tests, rescheduling appointments as necessary.
- Coordinates surgeries with other physicians in the area.
- Maintains all OR Suite block time at the hospital and releases it when not used.
- Manages physicians' schedules to maximize efficient use of both physician and OR time and updates physician with any changes to schedule.
- Makes pre-op appointments for surgical patients, as requested (may be specialty specific)
- Participates in orientation and training of personnel.

- Obtains all History & Physical, consent forms, and other required documentation.
- Ensures documentation is included in office medical record and transfers essential forms to hospital daily.
- Applies knowledge and proficiency in ICD-10 and CPT coding involving complex, multi-specialty procedures.

**QUALIFICATION REQUIREMENTS:** 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:** Diploma or equivalent from a one-year college or technical school in medical office technology with background knowledge of medical insurance and procedures. Minimum three years experience required; five years experience preferred.

**LANGUAGE SKILLS:** Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals. Ability to perform basic medication computations.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

**OTHER SKILLS AND ABILITIES:** Knowledge of the principles and practices of supervision and medical documentation. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to operate computer, keyboard, and printer. Ability to operate phone system. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, work as a team member and/or independently. Knowledge of ICD-10 and CPT coding. Convey a professional and positive image and attitude.

**WORK ENVIRONMENT:** The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office or outpatient setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately noisy. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients or equipment.

**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 stand or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Stress level may increase due to frequently dealing with life and death situations, physicians, families, and other healthcare providers. Demands high levels of concentration and the ability to work in emotionally charged situations.

**DISCLAIMER:** The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

**By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date