

**WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION**

JOB TITLE: Office Coordinator/Scheduler
DEPARTMENT: Surgical Services
IMMEDIATE SUPERVISOR: Director of Surgical Services

JOB SUMMARY: The Office Coordinator/Scheduler works under the direction of the Department Director and Clinical Coordinator, acting as principle coordinator of communication with physicians, their offices and hospital staff. Will coordinate secretarial duties of the Surgical Services Department.

AGES SPECIFIC TO OUTPATIENT SERVICES:

Newborn-	Birth through 1 month	Adolescent/Teenager-	13 years through 17 years
Infant-	1 month through 1 year	Young Adult-	18 years through 34 years
Toddler-	2 years through 3 years	Middle Adult-	35 years through 50 years
Preschool-	4 years through 5 years	Mature Adult-	51 years through 69 years
School Age-	6 years through 12 years	Geriatric Adult-	70 years +

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. Answers the phone, processing and routine incoming calls, coordinating communications within the department and interdepartmentally and with the physician's offices.
2. Takes reservations for all surgeries, invasive and non-invasive procedures to meet the physicians' needs and to ensure smooth flow, efficient progression of scheduled cases. Continually audits the daily schedule and informational comments to appropriate personnel.
3. Organizes and prepares the Surgery Schedule for the following day and delivers to all appropriate departments daily. This is done by computer.
4. Maintains adequate time allotments for each procedure scheduled. Updates as needed
5. Understands equipment needs (Microscopes, C-arm, video equipment, etc.) for frequently done surgical procedures, and insures that equipment is not double scheduled on any day and that doctors block time is considered when procedures are scheduled.
6. Coordinates the scheduling of procedures with other hospital departments such as lab for frozen sections and x-ray for needle localization, etc. Enters orders and forwards specimens to lab.
7. Notifies department Director or designee when a surgeon request "special" equipment or supplies. Maintains a logbook for special equipment status.
8. Communicates all changes in the schedule to all involved physicians, OR personnel, and other ancillary hospital departments as appropriate.
9. Establishes and maintains open lines of communication with physicians and their office personnel, OPS and OR personnel, and other ancillary personnel
10. Verifies the number of IP and OP from the previous day and logs appropriately.
11. Maintains current surgery logbook daily.
12. Computes and reports monthly statistics to appropriate departments and department Director, according to policy.
13. Notifies department Director of any schedule changes. If schedule is already distributed, notifies appropriate department and personnel.
14. Maintains the communication board regarding information about surgical progress.
15. Communicates information about the surgical progress to the patient's family/significant others in the waiting room, as directed. Takes and records messages and communicates to appropriate medical staff members.
16. Answers the telephone in a polite manner and communicates information to appropriate personnel, using memo board.
17. Maintains constant awareness of the daily surgical schedule and patient whereabouts and assist the Clinical Coordinator as needed to promote efficient running of the daily schedule.
18. Assists by ordering and maintaining adequate supplies.

19. Acts as receptionist for the department and directs patients, visitors, students etc. to the proper areas.
20. Maintains confidentiality of position-acquired information
21. Serves as a role model and demonstrates positive guest relations in representing the hospital

SECONDARY FUNCTIONS:

1. Maintain and files all records for Surgical Services Department.
2. Perform all general secretarial duties and office work, i.e., filing, typing, timecards.
3. Prepares patient's chart for next day. Coordinate pre-op labs, x-rays, ECG's. Reports abnormal to appropriate physician's offices.
4. Runs department errands as necessary.
5. Acts as liaison between other departments and Surgical Services.
6. Maintain a current BLS status.
7. Participates in monthly department meetings and in-services.
8. Clean area as needed.
9. Adhere to standards and policies of safety and infection control in delivery of patient care.
10. Performs other duties as requested.

EDUCATION: High School Graduate. Must have working knowledge of medical terminology. Minimum of one year experience in regulated health care field

EXPERIENCE: Prefer at least 1 year of secretarial. Some medical background.

SKILLS: Must know medical terminology. Be able to use computer, office equipment. Must be BLS certified. Medical Secretarial skills preferred. Good communication skills. Demonstrated knowledge in skills of patient / guest relations.

WORKING CONDITIONS: Works in a well ventilated, well lighted, clean patient care area. May require some lifting and assistance with moving patients. May require long hours sitting or standing. May be exposed to unpleasant sites, sounds and smells. May be exposed to communicable diseases. Work schedule is generally 80 hours every two weeks.

PHYSICAL DEMANDS:

My job requires that I lift: Long periods of standing or sitting. Normal hearing and sight are necessary.

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A. Up to 10 lbs.			X	
B. 11 - 24 lbs.			X	
C. 25 - 34 lbs.			X	
D. 35 - 50 lbs.			X	
E. 51 - 74 lbs.		X		
F. 75 - 100 lbs.		X		
G. Above 100 lbs.				
STATE WEIGHT		X		
H. STANDING			X	
I. WALKING			X	
J. SITTING			X	

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY 1

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

 Applicant/Employee Signature

 Date

Reviewed:

Revised: