

Isis Obstetrics and Gynecology, LLC

Job Description

JOB TITLE: Telephone Triage Nurse/Surgery Coordinator

DEPARTMENT: Clinical

RESPONSIBLE TO: Practice Administrator

General Summary:

Under the direct supervision of the Administrator, duties will include surgery scheduling (Isis OB/GYN Alpharetta and John's Creek), telephone triage and lab result follow-up. As the surgery scheduler, she will schedule surgery with the hospital and patient, handle pre-certification for required procedures, ensure documentation is in the patient's chart, verify all consent forms and physician orders are processed and copies kept. Must be able to maintain knowledge of surgery schedules and CPT/ICD-9 knowledge for procedures.

Essential Job Functions:

1. Schedule all surgeries for Physicians, ensuring that all forms, appointments, etc are communicated to the patient and that the Physician's calendar is noted.
2. Ensure all surgical patients are pre-certified and that all necessary information is obtained.
3. Schedule surgery appointments for patients.
4. Performs selected nursing and administrative duties.
5. Receives and responds to patient calls in an appropriate and timely fashion.
6. Receives and responds to telephone calls for prescription refills from patients and pharmacies within the end of the working day i.e. 5:00pm.
7. Instructs patients regarding medications and treatment.
8. Performs prescription refill line responsibility.
9. Calls in prescriptions to pharmacy.
10. Documents all telephone calls including time of call, date, description and steps taken to complete the call.
11. Maintains patient confidentiality.
12. Schedule problem work-ins.
13. Fax mammogram and bone density orders as needed.
14. Keeps work area neat, clean and organized.
15. Assist in performing special projects as designated (i.e. welcome packets).

Other duties:

1. Assist other staff members when needed.
2. May be required to fill in for other employee for vacations or illness.
3. Performs other related duties as requested by the Administrator.
4. Adheres to policies and procedures.

Qualifications:

1. Knowledge of an OB/GYN Medical Practice's operations pertaining to job description.
2. Coding experience with CPT/ICD-9 pertaining to the scheduling of surgeries.
3. Understanding of Managed Care prior authorizations.
4. Able to communicate with a variety of people.
5. Computer experience and knowledge.
6. Knowledge of medical terminology.
7. Graduation from an accredited program.
8. Must work as a team player, be flexible and willing to assist others when required.

Physical Demands:

1. Requires sitting, stooping, bending and stretching for files and supplies.
2. Requires manual dexterity sufficient to operate a keyboard.
3. Requires normal vision, acuity and hearing.
4. Requires full range of body motion including handling and lifting patients.
5. Involves standing and walking for long periods of time.

Typical Working Conditions:

1. Involves heavy communication with patients, physicians and staff.
2. Work may be stressful at times. Interaction with others is constant.
3. Contact involves dealing with sick and emotional patients.
4. Work is performed in the administrative and clinical areas.

Performance Requirements:

1. Knowledge of an OB/GYN medical practice and care to assist in giving patient care.
2. Knowledge of examination, diagnostic and treatment room procedures.
3. Knowledge of medical equipment and instruments to administer patient care.
4. Skill in assisting in a variety of treatments and medications as directed.
5. Skill in maintaining records and recording results.
6. Ability to react calmly and effectively in emergency situations.
7. Ability to communicate clearly.
8. Excellent public relations skills.
9. Skills in exercising initiative, judgment, problem-solving and decision-making.
10. Ability to file material correctly by alpha system.

- 11. Must be able to follow verbal and written instructions.
- 12. Must be able to organize workload to determine priority of duties.
- 13. Ability to work in an office with stress and noise factors generated by telephone, fax/copier/printer and occasional talking.

Disclaimer Clause:

The foregoing description is not intended and should not be construed to be an exhaustive list of responsibilities, skills, efforts or working conditions associated with the job. It is intended to be an accurate reflection of the general nature and level of the job.

Employee Name (Print)

Employee Signature

Administrator Signature

Date