



Premier Surgical Associates, PLLC

Job Description

Office Coordinator

Reports to: Office Manager

Position Summary: Responsible for coordinating physician's workflow including appointment scheduling, procedure, and all testing scheduling; maintains patient information; obtains required referrals, pre-determinations, and authorizations as required by health plans; manages all charge posting for the physician's patients.

Qualifications: High School Diploma or GED. Medical terminology or coding desired.

Skills:

Skill of intermediate-level competence in Windows-based computer software systems.

Skill in planning, organizing, and adhering to timelines.

Skill in applying universal precautions.

Skill in applying and modifying the principles, methods, and techniques of a physician's assistant to provide ongoing patient care.

Skill in interpersonal relationships with patients, their families, physicians, and co-workers.

Abilities:

Analytical ability to comprehend the relationship between various tasks and data in Electronic Health Records and Practice Management System.

Ability to communicate medical terminology and concepts clearly.

Ability to mathematically calculate for drug therapy.

Ability to ensure quality in patient care.

This document is intended to describe the general duties of this position. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Job Duties:

- Ability to use the electronic health record as required and meet all measurable criteria.
- Verifies patient information in Premier systems to ensure correct information is on file for referring physicians, referrals, demographic information, and insurance purposes before scheduled appointments, surgery, or other diagnostic procedures. Registers patients, and update information as required for timely workflow.
- Obtains all needed precerts, authorizations, predeterminations, and/or referrals for services as required and enters them into the system per office policy.
- Responsible for entering all charges related to office visits and procedures applying appropriate codes and fees per established office policy. Will balance charges daily to ensure all visits have been accounted for. Will follow up on any missing charges as necessary and ensure missing data is provided.
- Responds to questions from referring physician offices, patients, and the hospital regarding care orders promptly.
- Answers phone calls, emails, web submissions, and/or any communications from referring physicians, patients, and others in a timely and courteous manner, documenting the communication and response per established office policy.
- Coordinates and documents appropriate release of medical information according to Premier policy and in accordance with HIPAA.
- Uses appropriate reporting mechanisms as required by federal (HIPAA) and state laws as well as corporate compliance policy.
- Respects the dignity, confidentiality, and privacy of patients and fellow employees per corporate compliance policy.
- Obtains appropriate patient consents for treatment and authorizations for the release of information per office policy.
- Provides sufficient information to allow patients and their significant others to participate in the patient's care. Provides educational resources to the patient/family as appropriate.

Physical Requirements for Position:

Hearing: Adequate to perform the essential functions of the job, such as the ability to hear soft voices.

Speaking: Adequate to perform the essential functions of the job, such as: clearly communicating instructions, and relaying information to multiple personnel, patients, and their families.

Vision: Visual acuity within normal limits.

Lifting to: 5 lbs. 20 lbs. 40 lbs. 60 lbs. Over 60 lbs.

Pushing up to: 25 lbs. 50 lbs. 150 lbs. 250 lbs.

Manual Dexterity: Low Medium High

Average % of time during regular shift devoted to:

Standing: 0-20 21-40 41-60 61-80 81-100

Walking: 0-20 21-40 41-60 61-80 81-100

Squatting: 0-20 21-40 41-60 61-80 81-100

Sitting: 0-20 21-40 41-60 61-80 81-100

Indicate % of time employee must perform each activity:

Repetitive Motion (Depending on hand dominance):

Right Hand: 0-20 21-40 41-60 61-80 81-100

Left Hand: 0-20 21-40 41-60 61-80 81-100

Right Foot: 0-20 21-40 41-60 61-80 81-100

Left Foot: 0-20 21-40 41-60 61-80 81-100

Not Applicable:

Bending:

to waist: 0-20 21-40 41-60 61-80 81-100

to floor: 0-20 21-40 41-60 61-80 81-100

Not Applicable:

Reaching:

to waist: 0-20 21-40 41-60 61-80 81-100

to floor: 0-20 21-40 41-60 61-80 81-100

Not Applicable: