



JOB TITLE: SURGICAL CARE COORDINATOR

REPORTS TO: DIRECTOR OF NURSING (DON)

SUPPORTS: DON, Gynesurgical RN, SPD

JOB TYPE: Full-time, Hourly, non-exempt

OVERVIEW: The Surgical Care Coordinator is a dual-role position responsible for supporting both clinical operations and administrative/financial coordination within the Ambulatory Surgery Center. This role ensures efficient patient flow, accurate insurance verification and authorization, and excellent patient experience from scheduling through surgical care.

RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

Patient Care & Clinical Support

- Assist with patient intake, preparation, and flow throughout the surgery center.
- Demonstrate the ability to prioritize multiple tasks in a fast-paced environment.
- Respond appropriately to urgent or STAT requests and interruptions.
- Maintain patient confidentiality and comply with HIPAA regulations and all organizational policies.
- Support physicians and clinical staff as directed.
- Promote a cooperative, efficient, and patient-centered work environment.

Benefits Coordination

- Verify patient insurance eligibility, benefits, and coverage for procedures.
- Obtain prior authorizations and precertifications for all scheduled surgeries.
- Communicate financial responsibility and estimated out-of-pocket costs to patients.
- Submit and track insurance documentation and ensure compliance requirements are met.
- Collaborate with billing and revenue cycle teams to ensure accurate processing.

Administrative & Clerical Duties

- Perform all front-end clerical duties for the surgery center.
- Answer and manage incoming calls, route appropriately, and document messages.
- Maintain accurate and timely documentation in EMR and other systems.
- Demonstrate strong computer skills, including Microsoft Office applications.
- Support data collection and participate in performance improvement initiatives.

Core Competencies

- Strong verbal and written communication skills
- Excellent customer service and patient interaction skills
- Ability to multitask and prioritize effectively
- High attention to detail and organizational skills
- Strong problem-solving and critical-thinking abilities
- Ability to work collaboratively with physicians, staff, and patients
- Adaptability in a fast-paced, changing environment
- Cultural awareness and sensitivity to diverse patient populations

Minimum Qualifications

- High School Diploma or GED required
- Current Basic Life Support (BLS) certification (or obtained within 60 days of hire)
- Minimum of 2 years of experience in insurance verification or authorizations
- Working knowledge of medical terminology
- Proficiency in Microsoft Word and Excel
- Strong understanding of insurance processes, billing workflows, and authorizations
- Ability to take direction from multiple team members

Preferred Qualifications

- Experience in an Ambulatory Surgery Center (ASC) or specialty practice
- Leadership or supervisory experience
- Familiarity with EMR systems (e.g., Athenahealth or similar)
- Knowledge of gynecology or surgical workflows
- Bilingual is a plus!

Work Environment & Expectations

- Fast-paced surgical setting with frequent interruptions
- Requires strong time management and flexibility
- High level of patient interaction and cross-functional collaboration
- Must maintain professionalism and composure under pressure

Expectations: Attendance and punctuality is necessary. Ability to work well with a multidisciplinary team. Ability to problem solve and be self-motivated. Must have a commitment to excellence and high standards. Must have excellent written and oral skills, strong organizational, problem-solving and analytical skills. Must have ability to multitask, manage priorities and workflow. Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and have acute attention to detail. Able to operate computer software with training. Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions. Able to work independently with little or no supervision. Required to have the ability to deal effectively with a diversity of individuals at all organizational level and with external customers.

Physical Requirements and Work Environment: **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.* Ability to operate office equipment, including computer and copier equipment. Must be able to sit or stand for long periods of time, with occasional walking. Ability to bend and lift up to 25 pounds. Hearing and vision required.

SALARY/BENEFITS:

Competitive benefits package: paid holidays, PTO, medical/dental/vision insurance, AD&D insurance, travel reimbursement, employee assistance program.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. My signature below is to acknowledge that I have received a copy of this job description. I have read and I understand the information contained herein. If I have any questions about the content of this job description, I can contact my Supervisor/Manager or Human Resources.

Employee Name (please print)

Employee Signature

Date