

Career Opportunity



Position Summary

SURGERY SCHEDULER

Responsible for scheduling gynecologic and obstetrical procedures and surgery designated by providers, in accordance with North Florida Women's Care's policies and procedures.

Our Practice

North Florida Women's Care is Tallahassee's premier women's health medical group. We've provided obstetric and gynecologic services for 36 years. We've received Tallahassee's award for "Best Ob/Gyn Practice" every year since 2011 and were the 2013 Tallahassee Chamber of Commerce's prestigious "Business of the Year."

We address the health care needs of women throughout all stages of life. We provide preventive care, including well-woman and prenatal care, and we deliver babies for both normal and high-risk patients. Our skilled team of highly trained professionals includes 12 board-certified physicians, 5 nurse practitioners and 3 physician assistants. We are pleased to provide state-of-the-art in-house ultrasound services, innovative menopause management therapies, and an Electronic Health Record system.

Our Town

Tallahassee is best known as Florida's state capital, but it's also a bustling small city. Its growing neighborhoods and businesses are thriving. Our city boasts outdoor music venues, a host of regional cuisine and fine dining options, and plenty of family-friendly outdoor activities. We have college football in the fall, a festival of lights in the winter, and our Springtime Tallahassee event in full bloom. A short drive from our oak-lined canopy roads are the Gulf of Mexico's white sand beaches. Find more information on living and working in Tallahassee at visittallahassee.com





Skill Requirements

- Skill in operating office equipment
- Skill in handling paperwork/filing
- Skill in handling incoming phone calls and triaging appropriately
- Skill in written and verbal communication
- Skill in gathering, understanding and reporting insurance information
- Skill in trouble-shooting insurance issues and resolving them appropriately

Position Responsibilities

Responsibilities include, but are not limited to:

- Coordinate and schedule surgeries and procedures.
- Provide patient-centered customer service.
- Assist patients that are seen in office or over the phone with scheduling of procedures and provide surgical handouts to patients.
- Schedule Pre-op and Post-op appointments.
- Answer and return telephone calls in a timely manner.
- Schedule patient appointments using computerized scheduling system (Athena Practice).
- Fax and send documents through HIE system.
- Schedule appointments/procedures to best meet the needs of the
- patient in adherence with our physicians' schedules and availability.
- Reschedule and cancel appointments/procedures as needed.
- Obtain necessary insurance authorizations or precertification for procedures.
- Complete and fax surgical registration sheet to proper facility.
- Fax over office notes, orders, and H&P to proper location.
- Maintain strict confidentiality of patient health information.
- Keep close communication with providers.
- Review and work flags from desktop daily.
- Interact with patients, providers, staff within the clinic and at outside facilities providing accurate, timely and responsive information.
- Coordinate arrangements for surgical assistants, special equipment and surgical materials.

Ability Requirements

- Ability to use computer for email, internet, word processing and other Microsoft applications, and type at least 45-words per minute
- Ability to work effectively as team member with physicians and other staff
- Ability to flexibly respond to changing demands
- Ability to organize and prioritize tasks effectively
- Ability to communicate clearly
- Ability to work without heavy supervision
- Ability to establish and maintain effective working relationships with patients, employees, and the public

Knowledge Requirements

- Knowledge of clinic policies and procedures
- Knowledge of medical terminology and insurance policies
- Knowledge of computer programs and applications
- Knowledge of grammar, spelling and punctuation to type and edit reports, documentation and correspondence
- Knowledge of CPT and ICD-10 coding

Environment and Physical Requirements

Work performed in office environment. Involves frequent contact with staff and patients. Office machinery including computers, fax, scanner, and photocopier. Manual dexterity for extended periods of office machine operation including computer keyboard, mouse, fax, scanner, and photocopier. There are continued periods of viewing a computer monitor. There may be short periods of stooping, bending, squatting, sitting, or standing for extended periods of time. Stress can be triggered by multiple staff demands and deadlines.



Education and Experience

High School Diploma or GED.
Experience in a medical office setting with preferred surgery scheduling experience and insurance preauthorization.

How to Apply

Email resume to:
resume@nflwc.com



Benefits Offered

- Paid time off
- Health insurance
- Dental insurance
- Life Insurance
- Healthcare spending or reimbursement accounts, such as HSAs or FSAs
- Retirement benefits or accounts
- Employee discounts
- Disability insurance
- Holidays

Our Hospital Home - TMH

Our practice is housed within the Azalea Building on the campus of Tallahassee Memorial Healthcare. Our physicians rotate on-call assignments, perform surgeries and deliver babies there. TMH is the only local facility with a neonatal intensive care unit (NICU) and a Baby-Friendly Hospital designation. Our own Dr. Andrea Friall serves as TMH's Chief Medical Officer.

