

 Oroville Hospital	Job Description for Medical Concierge- Surgery	Department:	Surgery
		Dept.#:	7072
		Last Reviewed:	6/06/14
		Last Updated:	

Reports To

Clinic Manager

Job Summary

The Medical Concierge coordinates all surgical procedures for all patients scheduled through the Oroville Hospital clinics. The Medical Concierge receives requests to schedule procedures from physician offices and schedules the procedure with the OR surgery scheduler according to established guidelines.

Duties

- Coordinates the scheduling of surgical procedures for all Oroville Hospital clinic patients
- Assure authorization and surgery clearance are obtained prior to scheduling surgery
- Assure all clinical and insurance information is obtained prior to scheduling surgery
- Answers the phones in a professional and courteous manner
- Communicates on a daily basis with OR Department and Financial Counseling
- Assures appropriate coordination with other hospital departments when special surgical needs occur
- Performs other duties as assigned

Qualifications

- High School diploma or equivalent is required
- Bachelor's Degree in Health Care Management or related field is preferred
- Previous scheduling experience in a health care environment is required (e.g., physician office, clinic or hospital)
- Excellent Customer Service skills are required
- Knowledge of medical terminology and familiarity with medical diagnostic procedures, health care billing and authorization is required
- Strong computer skills required. Familiar with all Microsoft Office products
- Must have excellent organizational skills and be detail oriented

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- Must be highly skilled in verbal communication, problem solving, prioritization and organization
- Must have proven ability to maintain professional conduct and confidentiality in the care of patients

Lifting Requirements

This position requires periods of extensive sitting and phone work. It also requires other repetitive motions (e.g., bending, stooping, twisting, walking, standing, reaching overhead, pushing or pulling). Manual dexterity is required, as is the ability to concentrate on detail in the midst of other activity.