



DIVISION SCOPE OF SERVICE

Division: San Antonio
Classification: Physician Practice Surgical Coordinator
Applicant Name:
<p>Patient Services Representative: The Physician Practice Surgical Coordinator must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The Physician Practice Surgical Coordinator assists physicians by serving as the liaison between patient and surgeon, facility, preop staff, etc. Scope of Service may include:</p> <ul style="list-style-type: none"> • Control all aspects of scheduling surgery, to include making physician follow-up appoints at the bedside prior to discharge when possible. Follow up on cancelled surgeries for rescheduling, and take measures to reduce surgery cancellations. • Ensures patient’s selections, physician orders and surgical paperwork is submitted to surgical facility. • Communicates with customers in a courteous, professional, cooperative and mature manner. • Assures that patient has transportation to and from surgical facility. • Greets patient at the hospital and may help her with intake procedures, such as filling out health care and insurance forms. • Maintains patient’s privacy and protects patient data and medical records. • Provide general administrative and clerical duties to specific Physicians, Directors, and or Advanced Practitioners. • Assists patients with any questions or concerns; attempts to resolve all patient issues or concerns prior to them becoming patient complaints; if unable to fully respond to patient, contacts someone to assist. • Communicates discharge information to patients, families, physicians and hospital personnel as needed. • Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices
<p>Supervision:</p> <ul style="list-style-type: none"> • Indirect supervision by Physician, department director, site manager or designee <p>Evaluator: Department director or designee in conjunction with supervising Physician or Licensed Independent Practitioner</p> <p>Tier Level: 2</p> <p>eSAF Access Required: No</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • High School Diploma or GED • Knowledge of medical terminology (Can be found on Skills Checklist) <p style="color: red; font-weight: bold; margin-top: 10px;">NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> • N/A



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Experience:

- N/A

Preferred Experience:

- One year experience as a Physician Practice Surgical Coordinator preferred

Competencies:

The Physician Practice Surgical Coordinator will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before initiating documentation in the medical record
 - Accesses the patient medical record appropriately
 - Maintains confidentiality and privacy in accordance with HIPAA regulations
- Documentation in the medical record
 - Documents in the medical record according to:
 - Facility standard / policy
 - Local, state and federal regulatory guidelines for documentation
 - Demonstrates the knowledge and skills necessary to document patient discharge information in the medical record
 - Documentation is legible and clear
 - Organizes, maintains and coordinates clinical documentation related to patient discharge
 - Demonstrates proficiency in clinical documentation through use of electronic devices
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions

References:

- N/A

Document Control:

- Created 4/5/2024

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____