



Tower Clock Eye Center

Surgery Coordinator

The Surgery Coordinator role plays a key part in delivering a seamless patient experience by coordinating every detail of the surgical process. This position is ideal for someone with strong organizational skills, excellent communication abilities, and a passion for patient care.

Responsibilities:

- Coordinates all aspects of pre-operative, surgical, and post-operative patient care to ensure a smooth experience for patients, providers, and surgical facilities.
- Acts as the primary liaison between patients, surgeons, primary care physicians, and hospital staff.
- Gathering patient medical histories, prior surgery information, and insurance details.
- Explaining, distributing, and collecting consent forms and other required documentation.
- Scheduling surgeries, procedures, and pre/post-operative appointments in alignment with surgeon availability, patient needs, and facility resources.
- Coordinating with multiple hospital departments for special surgical requirements.
- Assisting patients with insurance verification, co-pays, deductibles, and specialty fees.
- Providing patients and families with detailed pre- and post-operative instructions.
- Tracking surgical bookings, lens orders, H&Ps, and other required items for facility submission.
- Managing surgeon schedules and communicating updates to patients.
- Responding to patient questions about preparation, fasting, and surgery logistics.
- Ensuring compliance with privacy regulations and organizational policies.
- Delivering exceptional patient service, fostering trust and clear communication.
- Escalating unresolved issues appropriately and contributing to problem-solving.
- Supporting practice goals through initiative, teamwork, and professional development.
- Other duties as assigned.



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Minimum Demonstrated Skills

- Experience in the healthcare sector with exposure to medical terminology, diagnostic procedures, and healthcare billing/authorization processes.
- Strong customer focus with adaptability to various personality types; proven interpersonal skills for building relationships, problem-solving, and fostering positive interactions.
- Excellent communication skills with emphasis on active listening.
- High attention to detail with a commitment to accuracy and thoroughness.
- Ability to collaborate effectively as a team member with a diverse range of personalities in a professional and mature manner.
- Skilled at thriving in fast-paced environments, managing multiple and sometimes complex tasks simultaneously.
- Demonstrated leadership and organizational skills with the ability to convey ideas and information effectively.
- Working knowledge of eye anatomy, ocular diseases, symptoms, and related medications.
- Proficient in operating computers, practice management systems, electronic health records (EHR), data entry, and word processing software; experienced with fax and copier machines.
- Commitment to ongoing professional development through continuing education.

Qualifications:

- High School Diploma or GED required.
- Previous experience or training in similar role preferred.

Physical Requirements:

- Ability to sit for extended periods and occasionally stand or walk.
- Ability to use hands and wrists for repetitive motions such as typing.
- Ability to view and interpret information on a computer screen.
- Ability to maintain and improve workflows while fostering a positive learning culture.



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Acknowledgement

I acknowledge that I have read and understand the job description for the COA/Refraction Coordinator position. I understand the expectations and responsibilities of this role and agree to carry them out to the best of my ability.

Employee Signature: _____ **Date:** _____