



Surgery Scheduler – General Orthopedic Surgeon

Position Summary

Mountain Valley Orthopedics is seeking an experienced, organized, and patient-focused **Surgery Scheduler** to coordinate all aspects of the surgical scheduling process for a busy General Orthopedic Surgeon. The Surgery Scheduler serves as the primary liaison between patients, physicians, hospitals, ambulatory surgery centers, insurance carriers, and ancillary providers to ensure a seamless surgical experience from scheduling through postoperative care.

The ideal candidate possesses strong knowledge of orthopedic surgical procedures, insurance authorization requirements, and perioperative workflows. This position requires exceptional organizational skills, attention to detail, and the ability to manage multiple priorities while delivering outstanding customer service.

Essential Duties and Responsibilities

Surgical Scheduling

- Schedule elective orthopedic surgical procedures including, but not limited to:
 - General orthopedic surgical procedures
- Coordinate operating room dates and times with hospitals and ambulatory surgery centers.
- Schedule first assist providers, anesthesia services, specialty equipment, implants, and vendor representatives as needed.
- Ensure all surgical scheduling documentation is complete and accurate.

Patient Coordination

- Educate patients regarding the surgical scheduling process and expectations.

- Coordinate all required pre-operative testing, including:
 - Medical clearances
 - Laboratory testing
 - EKGs
 - Diagnostic imaging
 - Cardiac or specialty clearances
- Review pre-operative instructions with patients and answer scheduling-related questions.
- Schedule postoperative appointments and coordinate follow-up care.
- Maintain ongoing communication with patients regarding surgical preparation, scheduling updates, and recovery timelines.

Insurance & Authorizations

- Obtain prior authorizations for surgical procedures, implants, durable medical equipment (DME), imaging, and related services.
- Verify insurance eligibility and benefits.
- Submit required clinical documentation to insurance carriers.
- Monitor authorization status and resolve denials or requests for additional documentation.
- Ensure all authorizations are secured prior to scheduled surgery.

Clinical & Administrative Support

- Utilize the **AthenaOne Electronic Medical Record (EMR)** system to document patient communications, scheduling activities, and surgical updates.
- Prepare and distribute surgical packets to patients and surgical facilities.
- Coordinate with clinical staff regarding postoperative equipment, therapy referrals, and rehabilitation services.
- Maintain accurate surgery schedules, physician calendars.
- Communicate scheduling changes promptly to physicians, hospitals, staff, and patients.

- Maintain compliance with HIPAA and all applicable federal, state, and organizational policies.
- Perform other duties as assigned.

Collaboration

Serve as the primary point of contact between:

- Orthopedic Surgeon
- Physician Assistants
- Medical Assistants
- Hospitals and Surgery Centers
- Primary Care Providers
- Specialists
- Physical and Occupational Therapy Providers
- Insurance Companies
- Patients and Families

Qualifications

Required

- Minimum **2 years of surgical scheduling experience.**
- High school diploma or equivalent.
- Experience using the Electronic Medical Record (EMR) system.
- Experience obtaining insurance prior authorizations for surgical procedures.
- Knowledge of Medicare, Medicaid, Workers' Compensation, and commercial insurance guidelines.
- Excellent organizational and multitasking skills.
- Strong computer proficiency, including Microsoft Office.
- Exceptional verbal and written communication skills.

- Outstanding customer service and interpersonal skills.
- Ability to maintain confidentiality and professionalism.
- **Valid Pennsylvania driver's license with a clean driving record.**
- **Reliable transportation is required. The successful candidate must be willing and able to travel to all Mountain Valley Orthopedics office locations, including Brodheadsville, Tobyhanna, and Milford, as needed to support physician schedules and operational needs.**

Preferred

- Certified Medical Administrative Assistant (CMAA) or equivalent certification.
- Preferred experience using the **AthenaOne Electronic Medical Record (EMR)** system.
- Preferred strong knowledge of orthopedic surgical procedures and medical terminology.
- Experience scheduling orthopedic surgeries within both hospital and ambulatory surgery center settings.
- Knowledge of orthopedic implants, fracture care, arthroscopy, and postoperative rehabilitation protocols.

Knowledge, Skills, and Abilities

- Knowledge of insurance authorization processes and payer requirements.
 - Strong organizational and time management skills.
 - Excellent attention to detail and accuracy.
 - Ability to prioritize multiple tasks in a fast-paced environment.
 - Strong problem-solving and critical-thinking abilities.
 - Professional communication skills with patients, providers, hospitals, and insurance representatives.
 - Ability to work independently while collaborating effectively within a multidisciplinary team.
-

Physical Requirements

- Prolonged periods of sitting and computer work.
 - Frequent telephone communication.
 - Occasional standing, walking, and lifting up to 20 pounds.
 - Ability to move between departments and office locations as needed.
-

Working Conditions

- Fast-paced orthopedic specialty practice.
 - Frequent interaction with physicians, advanced practice providers, hospital personnel, insurance representatives, and patients.
 - Regular use of computers, multi-line telephone systems, scanners, and office equipment.
 - **Travel to all Mountain Valley Orthopedics office locations—including Brodheadsville, Tobyhanna, and Milford—is a required function of this position. Flexibility to work at any practice location based on business needs and physician schedules is essential.**
-

Why Join Mountain Valley Orthopedics?

Mountain Valley Orthopedics is dedicated to providing exceptional orthopedic care through teamwork, compassion, accountability, and excellence. As a Surgery Scheduler, you will play a vital role in coordinating high-quality patient care, ensuring efficient surgical workflows, and delivering an outstanding experience for every patient throughout their surgical journey.