



FLORIDA EYE SPECIALISTS & CATARACT INSTITUTE

REFRACTIVE AND PEDIATRIC SURGERY COORDINATOR- Tampa, FL

The Surgery Coordinator is responsible for creating an environment in which patients ultimately choose advanced refractive procedure options. This is achieved by enhancing the patient experience to a higher level of service and education than patients expect. The coordinator will control all aspects of scheduling refractive patients including education, eliminating barriers, reviewing expectations, covering pre and postoperative instructions and scheduling surgery. He or she must be knowledgeable in pediatric strabismus surgery the most current refractive surgery options including LASIK, PRK, Monofocal, Multifocal and Trifocal IOL, Refractive Lens Exchanges, and Corneal Crosslinking.

ESSENTIAL SKILLS AND ABILITIES:

- Strong customer service skills.
- Demonstrated ability to communicate effectively and remain poised and professional when interacting with potentially difficult patients and family members.
- Must possess excellent clerical and organizational skills
- Excellent communication and interpersonal skills.
- Strong organization with attention to detail.
- Analytical problem-solving skills.
- Demonstrated ability to meet deadlines.
- Ability to work independently and as a team member.

JOB DUTIES:

- Acts as an effective liaison between the patient, surgeon, primary care physician, and the surgical facility in all aspects of pre-operative preparations.
- Schedules all patient surgeries and pre-operative and post-operative appointments, including those with the patient's primary care physician, surgical facility, ophthalmologist, or technician.
- Prepares and ensures the accuracy of surgical documentation.
- Educates patients in risks and benefits of Refractive Surgery as well as payment options.
- Collects all pertinent information for upcoming surgery, such as bookings, lens orders, insurance, H&Ps, and signed consent forms, and transfers to the surgical facility.
- Answers all telephone inquiries from patients, their families, or primary care physicians concerning surgery and/or related concerns.
- Coordinate surgery times with the doctor's schedule, the surgery center, and the transportation van when applicable
- Make sure the doctors get their surgery charts prior to the surgery day.

- Performs other job-related tasks as requested by assigned supervisor

Additional responsibilities will include answering questions from cataracts, laser, and other surgical patients, regarding pre- and post-operative instructions, reviewing medications, and financial obligations.

We are an Equal Opportunity Employer and a Drug Free Workplace