

Job Title: Procedure Prep Coordinator

Employment Type: Full-time

Schedule: Monday to Friday

Location: Remote, with on-site in Homewood, AL. for first 90 days

Travel: Up to 20% to Homewood, AL. office

Job Description:

Birmingham Gastroenterology Associates is seeking a motivated, detail-oriented, highly organized, and driven individual to join our team as a Procedure Prep Coordinator. This critical position plays a vital role in the patient care journey, ensuring that every patient is fully prepared for their colonoscopy, upper endoscopy, or other procedures. The Procedure Prep Coordinator supports the success of our providers and the safety of our patients by managing accurate and timely communication of preparation instructions, coordinating with pharmacies, and ensuring all necessary documentation is complete.

This position is primarily responsible for sending procedure prep instructions, managing incoming prep requests, and monitoring the patient portal (Follow My Health dashboard) to ensure no details are missed in preparing patients for their procedures. Your precision and proactive approach directly contribute to positive patient outcomes and the smooth operation of our practice. This position is remote; however, onsite training is required for the first 90 days at our main office in Homewood, Alabama.

Key Responsibilities:

- Send procedure preparation instructions to patients accurately and in a timely manner.
- Manage all incoming prep requests from schedulers, Medical Assistants, and process the same day they are received.
- Monitor and work the Follow My Health dashboard daily to match and address incoming patient requests.
- Send prescription prep orders to the BGA Pharmacy or patient's local pharmacy with appointment details in the comments section.
- Ensure sufficient lead time for BGA pharmacy mail delivery (minimum 10 business days, excluding holidays).
- Verify and update pharmacy information in the patient's chart to ensure accuracy for the procedure date.
- Enter and update procedure orders in the patient's chart with the correct date of service.
- Process add-on and rescheduled procedures promptly, updating prep instructions if the original prep is older than 3 months.
- Request medical clearance for patients on blood thinners or with other medical conditions as required.
- Remove outdated colonoscopy and EGD recall tags from the patient's chart as needed.
- Always ensure compliance with HIPAA and OSHA regulations.
- Attend continuing education sessions offered by BGA (e.g., HIPAA, OSHA).
- Perform other tasks as assigned by the Practice Administrator or Senior System Administrator.

Qualifications:

- Certified Medical Assistant (CMA or CCMA) or a minimum of 5 years of relevant clinical experience in a similar role– Required
- Previous experience in a medical office or clinical setting – Required
- Excellent communication skills with comprehensive knowledge of medical terminology- Required
- Proficient with EHR systems and able to type 35–60 wpm - Preferred
- Ability to thrive in a high-volume, patient-centered practice – Preferred
- Ability to remain seated at a desk for extended periods of time. – Required

Benefits:

- 401(k) with match after one year
- Health, dental, and vision insurance
- Supportive team environment with opportunities for growth
- Paid time off