



SURGICAL SERVICES COORDINATOR

Park Equine Hospital is a leading boutique equine medical center nestled in Kentucky's iconic Bluegrass region. We pride ourselves on providing world-class veterinary care in a close-knit, collaborative environment where people and horses come first.

Our team is guided by a mission of delivering compassionate, personalized, and comprehensive equine health services with integrity and excellence. We cultivate a culture that celebrates respect, teamwork, and continuous learning, empowering every team member to grow professionally and personally.

At Park Equine Hospital, you'll be valued for your unique skills, supported in your development, and encouraged to make a meaningful difference for our clients, patients, and community every day.

Job Opportunity

Park Equine Hospital is seeking an organized, compassionate, and highly motivated **Surgical Services Coordinator** to support our expanding surgical department. This position serves as the administrative backbone of our surgical service, ensuring exceptional communication, seamless scheduling, and an outstanding experience for our clients from the initial consultation through discharge and follow-up care.

The ideal candidate is detail-oriented, thrives in a fast-paced environment, enjoys helping people, and is passionate about supporting a team dedicated to providing exceptional equine surgical care.

Skills & Responsibilities

Surgical Scheduling & Coordination

- Coordinate all surgical appointments, consultations, rechecks, and follow-up visits.
- Schedule elective and emergency surgical procedures while coordinating with surgeons and medical staff.
- Maintain the surgical calendar and communicate scheduling updates promptly.
- Coordinate referrals from referring veterinarians.
- Ensure all required medical records, imaging, laboratory results, and referral information are received prior to appointments.

Client Communication

- Serve as the primary administrative contact for surgical clients.
- Answer client questions regarding appointments, estimates, admissions, discharge procedures, and general surgery information.
- Communicate professionally and compassionately with clients throughout the surgical process.
- Coordinate appointment reminders and follow-up communications.
- Assist clients with insurance paperwork and documentation as needed.

Patient Admissions & Discharges

- Prepare admission paperwork and surgical consent forms.
- Verify all required documents are completed and signed prior to procedures.
- Coordinate patient check-in and discharge with veterinarians and technicians.

- Prepare discharge packets, medications, instructions, and follow-up appointments.
- Review discharge paperwork with clients when appropriate.

Administrative Support

- Maintain accurate electronic medical records and client information.
- Enter estimates, invoices, and surgical charges accurately.
- Assist with billing verification and payment processing.
- Coordinate medical record requests.
- Prepare referral reports and surgical summaries for referring veterinarians.
- Assist with inventory ordering for surgery office supplies.

Team Collaboration

- Work closely with surgeons, technicians, laboratory staff, pharmacy, and front office personnel.
- Coordinate daily surgical workflow to promote efficiency.
- Communicate schedule changes and urgent updates promptly.
- Assist other administrative departments as needed to support hospital operations.
- Assist and support the surgery team as needed.

Qualifications

- Previous administrative or customer service experience required.
- Veterinary or medical office experience is strongly preferred.
- Exceptional organizational and time management skills.
- Excellent written and verbal communication abilities.
- Outstanding customer service skills with a compassionate and professional demeanor.
- Strong attention to detail and accuracy.
- Ability to multitask and prioritize in a fast-paced medical environment.
- Proficient with Microsoft Word, Excel, Outlook, and comfortable learning veterinary practice management software.
- Ability to maintain confidentiality and professionalism at all times.

Compensation & Benefits

- Competitive pay (based on experience and skills)
- Generous vacation time and paid sick leave
- Paid holidays and family leave
- Comprehensive health and ancillary insurance options
- Employer-paid life insurance policy
- Retirement plan with employer match
- Employee discount
- Free access to mental health and wellbeing services

Location: Lexington, KY In-House position

Full-time: Schedules vary based on hospital needs and include weekdays, weekends, and holidays. Flexibility is essential, as Park Equine Hospital provides exceptional patient care 24 hours a day, 365 days a year.

Apply: Please submit your resume and cover letter to: Yolanda Aguiar (Practice Manager), Email: yaguiar@parkequinehospital.com

