

JOB DESCRIPTION

JOB TITLE: Mammography Radiology Technologist Assistant

JOB CODE:

FLSA STATUS: Non-Exempt

GRADE: VIII

REPORTS TO: Team Leader, Breast Center

SUPERVISES: None

DATE OF REVISION: June 2001

POSITION SUMMARY: Registers patients into the Invision System. Maintains the highest level of quality when reviewing, obtaining, verifying patient demographic information. Obtains and records current insurance information as well as maintaining the correct financial status. Maintains the highest level of patient confidentiality and customer service skills. Also will escort patients through the breast diagnostic system, assist rad techs by processing film, hanging mammograms, taking preliminary patient breast histories, stocking linens in rooms, keeping staff lounge clean, escorting patients to doctor's offices. Performs any task necessary to provide total quality patient care.

I MINIMUM REQUIREMENTS:

A. EDUCATION: High School Diploma or GED equivalent

B. EXPERIENCE: Minimum 2 years office/clerical experience preferred
or 3 years experience in customer service related field

C. CERTIFICATION/LICENSURE AND OR REGISTRATION: none

D. PHYSICAL REQUIREMENTS: lifting, stooping, sitting, manual dexterity,
visual and hearing acuity, ability to carry equipment up to 25 pounds, walking
while pushing cart with x-rays up to 25 pounds in weight.

II MAJOR RESPONSIBILITIES:

1. Registers Patients

- 1.1 Obtains information regarding the patient with 100% accuracy as indicated by audit, customer feedback, and patient feedback.
- 1.2 Reviews and verifies historical data and updates 100% of the time as indicated by feedback from customers.
- 1.3 Initiates new patient medical record numbers as necessary. Reviews the historical files 100% of the time, before assigning a new medical record number as observed by team leader.

2. Obtains Financial Information

- 2.1 Records insurance information using Managed Care and Patient Business Services guidelines with 100% accuracy, as indicated by audit, Business Office feedback, as well as customer feedback.
- 2.2 Enters insurance plan code 100% of the time as indicated by audit and reports from the Business Office.

3. Maintains Customer Service Standards

- 3.1 Presents to patients with a professional demeanor in dress and attitude 100% of the time as indicated by patient feedback and observation by supervisor or team leader.
- 3.2 Provides accurate and timely information to patients, family members, And guests 100% of the time as observed by the supervisor or team leader.

4. Coordinates outside films

- 4.1 Records date that films were requested from outside facility and places additional calls as needed if films do not arrive in a timely manner.
- 4.2 When outside films are obtained, they are collated with recent films and physician is notified that comparison films are hung and ready to be read.
- 4.3 Takes responsibility to assure that outside films are mailed back to the facility that sent them after they have been read.

5. Assist with Patient Flow through System

- 5.1 Greet the patient and assist her to the dressing room, then direct patient as appropriate to either the screening or diagnostic sub-waiting room.
- 5.2 Take the patient's breast history, or confirm that nothing has changed from the previous years history.
- 5.3 Notify the patient when she is free to leave.

6. Film duties

- 6.1 Stock film supplies.

- 6.2 Pull films from the file room for the following day's appointments.
- 6.3 Assist the mammography rad tech with developing the films.
- 6.4 Hang the film for the radiologist to read.

7. Cleaning Responsibilities

- 7.1 Stock the dressing room area and remove soiled gowns when necessary.
- 7.2 Assist with cleaning the break room.

8. Transportation needs of patients

- 8.1 Transport patients through the breast center – to appropriate staging room or treatment room.
- 8.2 Assist patient with calling Saint Thomas transport service as Necessary.
- 8.3 Assist patient to doctor's office or patient vehicle when indicated.

9. Contributes to Mission effectiveness by promoting the spirit embodied within the Mission Statement.

Service of the Poor: Supports the cause of those who lack resources for a reasonable quality of life.

- Reach out without hesitating or judging to those in need.
- Being a voice for the voiceless.
- Putting the needs of others before our own.
- Help others to help themselves.
- Participate in all efforts to better our community.
- Stress the importance of preventive care and good health in body, mind and spirit.
- Build relationships and cooperate with others toward the common good.

Reverence: Respect and compassion for the dignity and diversity of life.

- Look for and appreciate that each one of us is unique.
- Look for and appreciate that each viewpoint is unique.
- Live the words of the psalmist.. we are fearfully, wonderfully made, coworkers, doctors and community members.
- Listen, reflect and accept where people are.
- Truly be with people who are without protection: patients, families, coworkers, doctors and community members.
- Help heal the needs of the body, spirit and mind.

Integrity: Inspiring trust through personal leadership.

- Speak the truth in a way that gives life to others.

- Be personally accountable for doing the right thinking.
- Help others think through what is the right thing for them to do.
- Be honest and direct when we communicate with others, but do so With respect and caring/compassion.
- Be sure that our actions are in keeping with what we say.

Wisdom: Integrating excellence and stewardship.

- Balance business with mission.
- Be excellent in all that we do as we serve those whom God has given to our care.
- Be sure that we are building good relationships while using our resources well.
- Predict and act quickly upon the request, concerns, and needs of others.
- Recognize that total healing includes managing and preventing disease in the community we serve.
- Continually learn and grow in the understanding and encourage others to do the same.

Creativity: Courageous innovation.

- Look for new ideas.
- See a challenge as a chance to try new things, to grow and learn.
- Be open to new decisions.
- Ask for different options and ideas.
- Always look for ways to give better service.
- Accept changes with hope.
- Keep looking for new ideas and starting new changes.

Dedication: Affirming hope and joy in our ministry.

- Connect health, healing, heart and spirit.
- Discover the joy of service through humor, positive thinking and hope.
- Stay dedicated when the Mission and Values are challenged.
- See possibilities when others only see dead ends.
- Give recognition to others when and where it is due.
- Encourage others to go above and beyond, to keep trying and give from the heart.

10. Provides care and/or assistance to patients as appropriate to their age.
 - A. Demonstrates knowledge of the stages of human growth and development as evidenced by demonstration with patients.

- B. Demonstrates knowledge of issues, fears, and activities and communication needs for specific age groups as evidenced by interaction with patients.
- C. Identifies the appropriate action/responses to sample patient situations utilizing the knowledge of patient requirements relative to their age.

III CORE COMPETENCIES:

Annual safety test, CPR every two years, customer service skills,
Demonstrates an understanding of managed care operational and contractual requirements and their operational impact.
Complies with all State and Federal Government regulations.
Demonstrates knowledge and understanding of selecting the appropriate insurance plan code.

IV WORKING CONDITIONS:

A. ENVIRONMENT:

Office, registration area, and patient care areas.

B. SAFETY REQUIREMENTS:

Hospital-wide safety guidelines