

Staffing

Job Descriptions

Job Title:	Breast Imaging Coordinator
Lawson Title:	Breast Imaging Coordinator
Department:	[Division / Market Specific]
Wage/Hour Status:	Exempt: ___X___ Non-exempt: ___X___
Reports to:	Operations Lead [Division / Market Specific]
Titles Supervised:	N/A

Summary of Key Responsibilities: The Breast Imaging Coordinator functions as a member of the multidisciplinary team and serves as an advocate and educator for high risk and breast imaging patients requiring follow up or additional procedures, from screening through to diagnosis.

The Breast Imaging Coordinator's primary function is to ensure the patient has access to imaging and high risk support resources and remains compliant with the personalized treatment plan. Coordinators achieve this goal by building relationships with patients and physicians, coordinating the plan of care, assisting with various appointments (including imaging exams, genetic counseling and/or high risk consults), providing education and resources, and/or representing the patient within the multidisciplinary care environment. The Coordinator also assumes responsibility and accountability for the management of resources to achieve efficient, high-quality support for high risk patients, including support with interdisciplinary and cross-facility coverage and collaboration.

The Coordinator will serve as a liaison between the patient and family, all physicians involved in that patient's care, internal and external healthcare providers, support network members, and the wider healthcare community. This role will require collaboration with local physician liaisons and leadership to conduct internal and external outreach and marketing.

Duties and Responsibilities:

Duties include but are not limited to:

- Serve as patient advocate from screening to diagnosis
 - After notification via RIS/MIS software or radiologist, initiate contact with patient to inform of need for additional imaging and introduce Coordinator role
 - Educate, track, and follow-up all patients that are found to need further diagnostic evaluation and/or breast biopsy
 - Report back to referring providers the need for additional testing and procedures

- Assure documentation includes metrics defined by accrediting bodies at facility, market, division, and corporate levels
- Maintain and participate in the care of patients for post-procedure care.
- Assist with scheduling appointments for continued care and/or monitoring after abnormal imaging
- Is accessible to patients and family members throughout the care continuum, and is responsive, knowledgeable, and empathetic regarding all care needs
- Identify health disparities and assist in removal of these disparities
- Facilitate and support the High Risk Women's Program (HRWP)
 - Calculate risk score based upon HRWP guidelines and pathways
 - After notification via High Risk Screening Tool, review results with patient at time of screening and introduce program and Coordinator role or initiate contact with patient within 48 hours. (Highest patient compliance with genetic counseling will occur if patient is offered same day counseling. If not possible, try to schedule counseling appointment with patient prior to leaving breast center.)
 - Assist in scheduling appointments for continued care and/or testing
 - Report back to referring providers regarding high risk screening and management plan
 - In collaboration with High Risk management practitioner, maintain contact with high risk patients on an annual basis to maximize adherence to high risk care plan
- Provide appropriate teaching, outreach, and support to patients and families. Ensure the patient is empowered to manage his/her own healthcare needs
 - Conduct follow-up conversations with all patients and communicate any concerns, changes, or social needs to the appropriate physician or other care provider
- Support providers to assist patients in obtaining orders, understanding their risk, treatment options, and the resources available, including education, clinical research studies, and technologic advances
- Streamline processes for patients by assisting with appointment scheduling and paperwork preparation
 - Ensure the organization of appointments and explain the sequence of appointments
 - Ensure smooth transitions between care modalities, facilities, and providers
 - Introduce patients to appropriate caregivers, as needed
 - Facilitate patient movement through the appropriate care pathway and collaborate with physicians to ensure patient compliance
- Attend Multi-Disciplinary Meetings (MDM) and/or other meetings, as necessary
 - Ensure appropriate patient data is available and patients are appropriately assessed and documented upon
 - Serve as patient advocate and multidisciplinary team member at these meetings
- Document throughout patient care continuum in database or appropriate software solution
- Drive process improvement
 - Collaborate with leadership to determine successes and opportunities related to scorecard reports
 - Submit appropriate program reports as requested
 - Make appropriate recommendations for changes to the current program, both locally and at a corporate level, and assist in delivering program improvement

- Conduct outreach to referrers, providers and other medical professionals as well as to the corporate ‘customer’ community [optional by market]
 - Establish and maintain positive working relationships with key internal and external customers (including physicians, nurses, radiology staff, business office, etc.)
 - Educate each constituent on the role and benefits of the imaging program and high-quality high risk women’s program care
 - Recognize scope and limitations of role and regularly access genetic counselors, high risk providers and breast navigators as a support to the role
 - Provide referrers with timely feedback on patient progress, as appropriate
- Remain current on the latest imaging and high risk developments, and participate in organizational conferences
- Ensure service continuity by establishing appropriate mechanisms during both planned and unplanned absences and undertake succession planning
- Other duties as assigned

Mandatory:

- Practices and adheres to the “Code of Conduct” philosophy and “Mission and Value Statement”
- Complete any training assignments by the due date.
- Review and understand medical records and other patient care information

Competencies

Knowledge: *A body of information needed to perform tasks; May be obtained through education, training or experience*

Skills: *The proficiency to perform a certain task*

- Skills in computer systems, including Microsoft Office, email and internet to support your stakeholders

Abilities: *An underlying, enduring trait useful for performing duties*

- Tenacity, self-motivation and initiative necessary to drive the program
- Demonstrates behaviors of a team player
- Adaptable to the changing needs of the patient, team, and work environment
- Ability to advocate for the patient and champion excellence in the provision of care
- Ability to engage and work collaboratively with all internal and external consumers and stakeholders
- Ability to assess patient/family psychosocial and care needs and access support resources as needed
- Ability to effectively and efficiently track the care delivery process for each patient with the attention to detail to identify where intervention is required

- Ability to think critically
 - Trending patient responses and program issues
 - Proactively making decisions and problem-solving in the presence of ambiguity and changing system and patient needs
- Ability to self-direct, including prioritization of multiple simultaneous tasks
- Ability to empathetically, openly and supportively communicate both verbally and in written media
- Ability to maintain strict confidentiality
- Ability to demonstrate sensitivity to cultural needs
- Ability to seek regular input in order to build/foster strong self-awareness
- Ability to seek regular input from team members and other stakeholders on strengths and areas for personal development

Physical & Mental Demands and Working Conditions:

- The physical demands described here are representative of those that must be met by a colleague to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

Education:

Minimum Required:

<input type="checkbox"/> High School Diploma (GED)	<input checked="" type="checkbox"/> Vocational/Technical School
<input type="checkbox"/> Associate Degree (2 yr program)	<input type="checkbox"/> Bachelor's College Degree (4 yr program)
<input type="checkbox"/> Master's Degree (1-2 yr program)	<input type="checkbox"/> Doctorate Degree

Preferred:

<input type="checkbox"/> High School Diploma (GED)	<input type="checkbox"/> Vocational/Technical School
<input type="checkbox"/> Associate Degree (2 yr program)	<input checked="" type="checkbox"/> Bachelor's College Degree (4 yr program)
<input type="checkbox"/> Master's Degree (1-2 yr program)	<input type="checkbox"/> Doctorate Degree

Experience:

Minimum Required:

Type of Experience-

- 1-3 years overall healthcare experience
Licensed technologist by either the American Registry of Radiologic Technologists (ARRT) or American Registry for Diagnostic Medical Sonographers (ARDMS), or registered nurse.

Time - Given the type of experience stated above:

<input type="checkbox"/> none	<input checked="" type="checkbox"/> 1 year but less than 3 years
<input type="checkbox"/> 3 years but less than 5 years	<input type="checkbox"/> 5 years but less than 7 years

<input type="checkbox"/> 7 years but less than 10	<input type="checkbox"/> 10 plus years
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Preferred:

Type of Experience-

- Experience in high risk women's program
- Experience as a Coordinator and/or patient educator
- Experience in mammography and breast imaging modalities
- Experience in customer service
- 1-5 years imaging experience

Time - Given the type of experience stated above:

<input type="checkbox"/> none	<input type="checkbox"/> 1 year but less than 3 years
<input checked="" type="checkbox"/> 3 years but less than 5 years	<input type="checkbox"/> 5 years but less than 7 years
<input type="checkbox"/> 7 years but less than 10	<input type="checkbox"/> 10 plus years

Appropriate education may be substituted for partial experience.

Certification or License:

Minimum Required	Preferred
Certification in Basic Life Support (BLS)	Breast Imaging Navigator Certification from the National Consortium of Breast Centers – obtain within 2 years in position.
Current licensure as a healthcare provider	

Physical & Mental Demands and Working Conditions:

The physical demands described here are representative of those that must be met by a colleague to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to read, write and speak English. Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Requires lifting papers or boxes up to 25 pounds occasionally. Work is performed in an imaging or office environment and involves frequent contact with staff and the public.

This job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. Job responsibilities and requirements may change at any given time based on organizational and departmental needs. By accepting the offer of employment for this position, colleagues assume the duties as listed in the content of this job description. All updates to job descriptions are maintained electronically for all colleagues to access at any time. Ability to communicate in Spanish [Optional by market].

Job Description

Medical Assistant Job Responsibilities:

Medical Assistants works alongside the Advance Practice Nurse, Nurse Navigator, or Physician in the High-Risk Clinic to help patients by providing information, services, and assistance. Other duties include securing medical records; maintaining medical supplies inventory; performing preventive maintenance to keep equipment operating;

Medical Assistant Job Duties:

- Verifies patient information by interviewing patient; recording medical history; confirming purpose of visit.
- Prepares patients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature; reporting patient history, including genetic questionnaire
- Secures patient information and maintains patient confidence by completing and safeguarding medical records; completing diagnostic coding and procedure coding; keeping patient information confidential.
- Orients patient to High risk clinic process and steps for completion of Assessment
- Schedules follow up appointments and referrals.
- Maintains safe, secure, and healthy work environment by establishing and following standards and procedures; complying with legal regulations.
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Serves and protects the high-risk clinic practice by adhering to professional standards, policies and procedures, federal, state, and local requirements.
- Enhances practice reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Administrative Duties (may include, but not limited to):

- Supply Management
- Using computer applications
- Answering telephones
- Greeting patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping, fax documents
- Maintaining licensure and other competencies
- Completion of Continuing Education

Clinical Duties (may include, but not limited to):

- Verbal Communication
- Infection Control
- Creating a Safe Effective Environment
- Taking medical histories
- Preparing patients for examination
- Assisting the physician or Nurse Practitioner during exams
- Collecting and preparing laboratory specimens
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a physician
- Transmitting prescription refills as directed
- Drawing blood

Self-Development and Professional Responsibility

- Makes a significant and sustained contribution to the Genetic counseling profession through publishing, committee involvement, educational media development or scientific inquiry, or use of creative approaches to enhance quality of care.
- Demonstrates professionalism and accountability.
- Maintains clinical and administrative expertise through formal and informal programs.
- Demonstrates expertise in genetic counseling.
- Maintains current knowledge of healthcare techniques and practices by participating in workshops, seminars, and professional organizations.

Education Requirements:

- Medical Assistant Certification
- BLS Basis Life Support
- High school diploma or equivalent
- Bilingual?