

SUPERVISING RADIOLOGY ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Assistant Chief of Radiology or a Radiology administrator, an incumbent supervises the clerical and scheduling activities of the Radiology Department at Westchester Medical Center. Responsibilities include ensuring timely and accurate patient scheduling, ensuring accurate and complete data and document maintenance and providing information and support for staff and patients regarding scheduling and records retrieval. Supervision is exercised over Radiology Assistants and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises clerical and scheduling staff in the Radiology Department, including assigning and reviewing work, providing instruction, maintaining work schedules, approving time off requests, and evaluating performance;

Identifies areas where training is needed and provides training for clerical and scheduling staff;

Oversees and participates in the scheduling and registration of patients for various radiology areas, taking into consideration the type of exam and preparation required;

Oversees and participates in providing telephone and email coverage for the Imaging Center, which includes retrieving messages from general and personal mailboxes, reviewing electronic mail, and responding as needed;

Monitors the response to all appointment requests received by fax, website and email, as well as reviewing all incoming prescriptions in RIS;

Ensures scheduled patients are contacted to confirm appointments and that missed appointments are followed up on and rescheduled as needed;

Ensures that the electronic mail calendar for scheduled procedures is maintained and kept up to date;

Coordinates imaging services examinations with other hospital departments and physician's offices and prepares daily schedule for distribution;

Assists Radiologists with contacting referring physicians and patients in relation to scheduling procedures;

Enters and retrieves radiology records and associated data utilizing RIS in conjunction with the PACS, VRS and other related systems;

Assists with reports or CD requests and retrieves and prints studies as requested by physicians, patients, and hospital staff;

Oversees and participates in the overall maintenance of x-ray record files (electronic and hard copy) and related paperwork;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Updates the RIS to ensure accurate information for patients, staff, physicians, exams and reports;

Provides information to departmental officials, professional staff, employees, patients and to others concerning contents of files in accordance with established procedures for authorized access;

Performs regular quality control of the files and filing system to ensure accuracy and to update the files in accordance with prescribed procedures, rules and regulations;

Maintains and orders supplies for the reception/scheduling area.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of basic radiology procedures; good knowledge of electronic filing systems in a radiology setting; proficiency with variety of computer systems and software used in radiology department; excellent customer service skills, excellent organizational skills; excellent attention to detail; ability to plan, assign, review and supervise the work of others; critical thinking and problem-solving ability; ability to communicate clearly and concisely orally and in writing; ability to understand, interpret and apply policies and protocols; ability to understand and carry out complex oral and written instructions; ability to get along well with others and to interact with patients and with staff at all levels of the organization; resourcefulness; multitasking ability; telephone and email etiquette; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; sound professional judgment; initiative; resourcefulness accuracy; and physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and four years of experience performing general office or clerical work in a radiology setting which included patient scheduling or the filing of electronic records.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted at a rate of 30 credits* per year for up to two years for the general experience. There is no substitution for the specialized experience in a radiology setting.