



**JOB TITLE:** Distributed Radiology Support Clerk

**SUPERVISION RECEIVED:** Reports to the DR Support Manager

**FLSA STATUS:** Non Exempt

**SUPERVISION EXERCISED:** None

**JOB SUMMARY:** This position is responsible for managing the workflow of emergent studies for the overnight Radiologists and for assisting other Radiologists and customers as needed. This position answers the phone, retrieves and sends images, locates and acquires prior exams, faxes reports or other paperwork as needed, and follows up on any unread studies. The ultimate responsibility of this position is to assist the Radiologists with providing good patient care by managing the workflow to ensure Radiologist are able to deliver timely reports to the referring facilities.

**ESSENTIAL FUNCTIONS:**

- Nightly multi-system monitoring in conjunction with image transfer, requisitions and report turnaround between the hospitals and DRC.
- Quality control and performance monitoring.
- Study monitoring and patient information management.
- Liaison with DRC, and facilities with whom DRC has a working relationship.
- Operational trouble-shooting and problem solving.
- Liaison with DRC Security Officer to monitor and enforce data security policies.
- Coordinate data flow with DRC Radiologists.
- Provide proactive technical administration, planning, coordination, documentation and management reporting for the system.
- Resolves service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**EDUCATION/EXPERIENCE:**

- High School diploma or GED required.
- Previous customer service principles and practices required.
- Previous PACs experience preferred.

The jobholder must demonstrate current competencies applications to the job position.

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**COMPETENCIES:**

- Ability to analyze multiple levels of information required to ensure quality business decisions, as well as draw conclusions and formulate actionable recommendations.
- Effective and well-developed planning, analytical, communications, technical, and decision-making skills.
- Contributes to the achievement of excellence in healthcare through the quality and caring values of the philosophy of Diversified Radiology of Colorado.
- Demonstrates courteous behavior through polite and respectful communication with all co-workers, patients, physicians, and customers.
- Recognizes when others are in need of assistance and consistently offers help when own workload permits.
- Promotes a professional image of the department and company.
- Contributes to the time management of the department by being punctual to work and on assignments. Provides proper notification of absences or tardiness.
- Maximizes job potential by attending all mandatory education and in-service programs.
- Actively participates in departmental meetings to ensure that goals and objectives are achieved.
- Keeps supervisor advised of any concerns, situations or changes that occur within the scope of the job.
- Maintains the confidentiality of patient records and information to assure that patient rights are protected at all times.

**ENVIRONMENTAL/WORKING CONDITIONS:** Primarily office setting, and may be exposed to negligible electromagnetic radiation as in CRT screens.

**PHYSICAL/MENTAL DEMANDS:** Sitting 10 to 12 hours per day.

This description is intended to provide only basic guidelines for meeting job requirements.

Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

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