



UNION JOB DESCRIPTION

JD149

JOB TITLE:	Booking Clerk & Modality Assistant - Medical Imaging	JOB DESCRIPTION NO.:	40093
CLASSIFICATION:	Clerk IV (A), Admitting (Out-Patient Booking)	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10015
UNION:	HEU	JOB/CLASS CODE:	40093
PROGRAM/DEPARTMENT:	Diagnostic & Surgical Services; Medical Imaging	BENCHMARKS (If Applicable):	10015
REPORTING TO:	Clerical Supervisor or delegate		
FACILITY/SITE:	Royal Jubilee Hospital, Victoria General Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Clerical Supervisor or designate, performs a variety of booking and clerical duties in a Medical Imaging booking department or as a clerical assistant to technical staff in a specific Medical Imaging modality. Receives and processes requests for exams and enters them into the Radiology Information System (RIS), arranges appointment times with physician offices and nursing units and provides required documentation to technical staff. Clerical assistant staff works closely with technical staff providing workflow management.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Receives requests for Medical Imaging procedures (as per modality) from physician offices and nursing units. Ensures full data set required is on request and legible. Checks for patient history and ensures there is no conflict with other planned examinations. Schedules appropriate appointment into the scheduling application and Radiology Information System according to established priority guidelines. Files requests and forwards to technical staff for exam performing.
2. Assists technical staff with clerical functions, such as organizing daily schedule, notifying wards of patient appointment times, arranging transport for patients and exam completing requisitions.
3. Conducts searches within the PACS database and makes corrections to image and patient demographic files to ensure integrity of the data.
4. Coordinates and schedules same day follow up appointments and books emergency requests for outpatients.
5. Coordinates appointments and booking times, determining priority by reviewing and evaluating patient information such as patient history, test results and pertinent reports, in consultation with other modalities and departments, such as Surgical Day Care, Electro Diagnostic Services, and Patient Registration and Placement.
6. Re-schedules and cancels appointments as per established departmental procedures.
7. Notifies patients of scheduled booking appointments and provides patient prep instruction.
8. Acts as receptionist by receiving and answering inquiries from clients, physicians and their offices, nursing units and other departments; receives all incoming calls, handles when possible and relays messages as appropriate.

9. Directs patients to change areas and advises patients of routine preparatory procedures such as removal of jewellery.
10. Ensures all necessary documents (including previous reports from outside facilities), labels and images are available for the performing of the exam according to established procedures.
11. Communicates or assists client to locate test results through the clinical report viewers available, telephone, facsimile, pneumatic tube, or in person to patients, physicians and ward personnel as per established departmental procedures.
12. Provides support to technical staff such as assistance with patient lifting, according to established V.I.H.A. lifting techniques; helping with the delivery of Lab specimens and the maintenance of department laundry supplies.
13. Prioritizes simultaneous demands for service to meet clinical and technologists' needs.
14. Maintains a tidy and well-organized workflow management system in collaboration with the technical staff.
15. Assists with reporting workflow by the radiologists by routing acquired images and procedure requisitions to the appropriate workstations for reporting by the radiologist. Follows up on unreported studies.
16. Places requests and receives outside films and images as necessary and completes sign in and sign out of films for location tracking. Ensures previous images are available in time for scheduled exams. Returns outside films as per department guidelines. Sends films to requesting third parties as required.
17. Performs film-file handling tasks such as pulling, transferring, and re-filing files.
18. Participates in the orientation of new and casual clerical staff as necessary.
19. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to keyboard at 45 wpm
- Ability to organize work.
- Ability to deal with others effectively.
- Ability to communicate effectively both verbally and in writing.
- Ability to operate related office equipment, including relevant computer skills.
- Physical ability to carry out the duties of the position.
- Knowledge of medical terminology