



UNION JOB DESCRIPTION

JD150

JOB TITLE:	Clerk - Reception & Image Service Centre - Medical Imaging	JOB DESCRIPTION NO.:	40094
CLASSIFICATION:	Clerk IV, Admitting (Out-Patient Booking) ; Clerk, Laboratory	GRID/PAY LEVEL:	F 16
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10002; 10325
UNION:	HEU	JOB/CLASS CODE:	40094
PROGRAM/DEPARTMENT:	Diagnostic & Surgical Services; Medical Imaging	BENCHMARKS (If Applicable):	10002; 10325
REPORTING TO:	Coordinator, Support Services or designate		
FACILITY/SITE:	VIHA SI (RJH, VGH, SPH)		

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 Coordinator, Support Services or delegate, and utilizing specialized software applications, performs a variety of complex booking, clerical, and receptionist duties, such as receiving and processing outpatient requisitions for procedures from physicians offices; entering patient information into the Radiology Information System (RIS); checking in patients for scheduled appointments; manipulating and managing digital Medical Imaging images; printing and communicating test results; providing assistance to technical staff with patient lifting and positioning; and answering the telephone; mailing; and filing.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Receives requests for Medical Imaging tests from physicians' office and in-patient nursing units. Records and processes test orders and related patient information from requisition form and enters information into Radiology Information System (RIS) according to established priority guidelines.
2. Registers and checks-in patients for scheduled Medical Imaging appointments using the computerized scheduling system. Confirms scheduled appointments and provides outpatients with pre-appointment preparation instructions in accordance with established procedures.
3. Communicates or assists client to locate test results through the clinical report viewers available, by telephone, facsimile, pneumatic tube, or in person to patients, physicians, and ward personnel as per established departmental procedures.
4. Acts as receptionist by receiving and answering telephone calls from wards, physician offices, and the public requesting medical images, forwarding calls, taking and relaying messages, and directing people to the appropriate area. Receives and sorts incoming mail and prepares and distributes outgoing mail.
5. Places requests and receives outside films and images as necessary and completes sign in and sign out of films within the department's computer tracking system. Ensures previous images are available in time for scheduled exams. Returns outside films as per department guidelines. Sends films to requesting third parties using the computer tracking system.

6. Performs film-file handling tasks such as pulling previous film bags and images as required for comparisons, assisting physicians with finding medical images, conducting searches within the PACS database and makes corrections to image and patient demographic files to ensure integrity of the data and returning these files to storage when appropriate.
7. Assists the 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.
8. Scans in paper documents and hard copy film as required, burns compact discs (CD's), imports images from foreign CD's and Picture Archiving and Communications Systems (PACS) and sends images to other PACS as required.
9. As instructed, prepares release of medical Imaging information, images and reports for medical-legal and clinical studies in accordance with the employer's Freedom of Information and Protection of privacy Act (FOIPPA) policies and procedures.
10. Assists with routine maintenance on department equipment such as personal computers, printers, photocopiers, and fax machines.
11. Prints and distributes computer generated reports and arranges for scheduled distribution to the wards, Health Records, physicians' offices, and other hospitals.
12. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

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

Skills And Abilities

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