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| JOB TITLE: Radiology Scheduler | DEPARTMENT: Pre-Service/Registration | POSITION OF SUPERVISOR: Pre-Service Supervisor |
| FLSA STATUS: Non-exempt | ANTICIPATED HOURS PER WEEK: 40 | EFFECTIVE DATE: 02/02/2021 |

Position Summary: The Radiology Scheduler is responsible for scheduling all radiology, spirometry, physical therapy, echocardiograms, and holter monitor procedures for Pagosa Springs Medical Center. Works closely with the Pre-Certification Specialist and Insurance Verification Clerk to ensure fiscal responsibility for the medical center.

Qualifications: *At all times*, the employee shall possess the following qualifications set forth below.

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| Education/Training: | High school diploma |
| Experience: | Minimum one year experience in a medical setting and preferably previous experience with Radiology Scheduling. |
| Special Skills, Licenses or Certifications: | Basic computer knowledge, able to multi-task and strong telephone and customer service skills required. |
| Language Skills: | Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen, adapt, and change Demonstrates ability to clearly convey thoughts in speech and written word |
| Physical/Mental/Special Demands: | <ul style="list-style-type: none"> • Lifting a minimum of 25 pounds. • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, keyboards, and mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully, independently. • Ability to cope and remain calm in escalating situations. |

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| | <ul style="list-style-type: none"> • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipates standing, bending, walking and long periods of sitting. |
| Work Environment: | Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients. |
| Cross-Training of Position: | PSMC cross-trains job positions. This position must cross-train with the Pre-Certification Specialist and Insurance Verification Clerk. Cross-trains to cover Payment Posting and Registration as needed |

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Comply with all PSMC and department procedures, rules and directives.
4. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Be courteous, respectful, honest, and solution-oriented in dealing with others.
6. Communicate accurately, clearly, and effectively both orally and in writing.
7. Possess excellent organizational skills and the ability to multi-task.
8. Work independently and perform the job with minimum supervision.
9. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
10. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
11. Respect the importance of compliance and quality programs and support the same.
12. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
13. Participate in employee training, Disaster Preparedness and emergency events.
14. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

1. Follows established protocol for scheduling all radiology, spirometry, physical therapy, echocardiograms, and holter monitor procedures in a professional efficient manner. Provides a high level of customer service.
2. Informs patients of appropriate preps, arrival time, and where to check-in.
3. Answers questions from patients in scope of knowledge and/or directs the questions to the appropriate personnel if unable to answer.
4. Advises provider and patient if procedure/service cannot be performed at PSMC.
5. Advises provider and patient if the procedure/service cannot be performed due to insurance denial of the pre-authorization request, and notating in multiple places with updated statues of approval, or patient changes/reschedules.

6. If unable to reach the patient for scheduling after three (3) attempts, the patient is taken out of the scheduling queue and the provider notified.
7. Maintains productivity level at established standards.
8. Cross-trains to cover Payment Posting and Registration.
9. Performs other duties as assigned.
10. Reschedules patients when technologists are out.
11. Listens to voicemail/email messages and returns calls/emails back to each patient/provider to attend to the need for scheduling or other issues.
12. Communicates with Radiology staff with any questiond pretaing to each procedure.
13. Fax prior Mammogram record requests forcommparation for patients new to our facility.

Approved by:

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| (Supervisor – Signature) | (Title) | (Date) |
| | Human Resources Director | |
| (Human Resources– Signature) | (Title) | (Date) |

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

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| (Print Employee Name) | (Employee Signature) | (Date) |