

Northern Light Eastern Maine Medical Center

Department: Imaging

Position is located: Northern Light Eastern Maine Medical Center

Work Type: PRN (Pool/Per Diem)

FTE: 0.0001 (Pool/Per Diem)

Work Schedule: Variable

Summary:

The Imaging secretary/receptionist in Imaging is a supporting position and is responsible for a variety of activities related to patient in-take and care. This position is generally the first point of contact for patients entering the department. Activities may include, but not limited to, greeting and checking in patients, verifying and updating insurance information and confirming other patient information, facilitates patient scheduling, answering phones, updating patient demographics, point of service collections, chart prep and other duties as assigned. This position works closely to assist doctors, technologists, and sonographers with various tasks to ensure efficiencies in the provision of quality care.

Responsibilities:

- Greeting customers, patients and co-workers with a friendly smile and using AIDET when appropriate (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Listens carefully and avoids interruptions in interactions with both patients and co-workers
- Acts as a role model for co-workers within the department or EMMC.
- Adheres to badge, dress code, tobacco and other personal appearance policies
- Maintains and exhibits a professional, positive attitude towards co-workers, work, and EMMC.
- Demonstrates a commitment to co-workers, job duties, and EMMC (e.g., team player).
- Appropriately focuses on customer needs and expectations as part of the care team, making referrals or transitions when necessary
- Demonstrates initiative by seeking assignments when not busy. Voluntarily assists co-workers and performs other job tasks as needed.
- Participates in Orientation and training of students and new employees.
- Makes timely and appropriate decisions and acts through empowerment to handle situations to resolution and/or refers to appropriate person when necessary. Channels suggestions and criticisms and questions in a constructive manner.
- Remains flexible and willingly accepts changes in assignments, scheduled working hours, imaging locations, etc. to meet patient care needs.
- Maintains a calm and knowledgeable demeanor, keeps composure under stressful situations. Treats all physicians and hospital personnel with respect and courtesy.
- Supports and embraces change in job and EMMC.
- Proactively seeks out solutions to problems for self, co-workers, patients, and visitors.
- Continually develops skills and/or job knowledge.
- Participates in skills training opportunities available to him/her.
- Takes pride in the appearance and growth of EMMC and acts in a way to promote the same
- Keeps current on hospital and departmental information by reading e-mail communications and review of the section communication logs.
- Attends 75% of staff meetings and participates in discussions. Reads and initials minutes of staff meetings that were unattended.
- Stays current with changes to the electronic medical record in order to access patient orders and history when needed.
- Assists with a variety of special projects in collaboration with the department.
- Keeps abreast of new equipment and technology within the computer systems.
- Completed Icare training as required for prior year.
- Adheres to EMMC Code of Conduct and follows all applicable compliance policies/regulations.
- Works safely and follows all safety policies; reports incidents or hazards immediately.
- Practices appropriate hand hygiene policies
- Seeks ways to improve quality of services

provided • Assures that a Licensed Practitioner has ordered the exam and seeks clarification of unclear orders. Understands and follows computer order entry and back-up recovery. Enters the correct ordering provider and ensures all clinical information and urgent requests are modified to the correct ordering fields in RadNet. • Maintains quality of work by meeting pre-established standards. Identifies and reports quality concerns to supervisor and above. Demonstrates ability to prioritize and perform multiple duties, simultaneously. Demonstrates the ability to evaluate and follow-up on responsibilities. • Prepares patients for exams by supplying the appropriate hospital attire, assigning them a locker, and providing information regarding length of time to have procedure performed. Offers the gowned waiting area for more privacy. Attentive to patients in the waiting room to minimize excessive wait time. • Greets patients and customers with a smile and friendly manner. Answer phones by identifying themselves to the caller, transfers as necessary and introducing themselves to the recipients. • Assists with maintaining the file of clinician's orders and knowledge of printing forms from multiple computer systems. • Provides excellent customer service, both for internal and/or external customers. • Responds to communications (phone calls, voice mail messages, and emails) in a timely manner. • Consistent and reliable attendance, including communication and attempts to find coverage when legitimate issues prevent or inhibit attendance • Proactively anticipates and alleviates situations which could result in a patient/customer complaint. Practices service recovery when needed. Reports and files all patient incidents, complaints, and HIPAA compliance reports immediately within the appropriate online system. • Provides a clean and orderly work area. Arranges for equipment maintenance when needed, ensures supplies and forms are available in work area, emergency supplies are in each exam room. and restocks supplies as needed and at the end of your shift. • Makes deliberate effort to meet the request of each physician. Demonstrates a commitment to cooperation and satisfying the needs of hospital guest and customers. Assists patients to locate and get to other departments within the medical center. • Provides education for procedures via written and/or verbal explanation in language appropriate to the age of the listener. Knowledge of contacting a translator if needed. • Coordinates patient care activities with other sections and other patient care areas. Collaborates effectively with all department staff and customers. • Seeks out ways to reduce operating costs or increase efficiency within role/department. • Acts in a cost conscious manner with regard to use of supplies. • Makes effective use of time at work • Ensures correct financial encounter is used in the RIS when performing the order entry in Cerner. • Complies with supervisors instructions regarding staffing level adjustments as needed due to volume changes. Downstuffs when appropriate after checking with Charge staff. • Uses supplies and equipment conscientiously reducing waste and damage. Checks expiration dates of all supplies regularly and prior to each use. • Ensures patient registrations and consents are complete, uses software support resources to identify if clinical meets medical necessity, and obtains ABN and NON forms as needed. • Performs assigned duties within established time frames. Performs a variety of tasks for technical staff to maximize efficiency of work flow.

Other information:

• MINIMUM EDUCATION REQUIRED: High school graduate or equivalent.PREFERED EDUCATION: Medical terminology • MINIMUM EXPERIENCE REQUIRED: Customer service skills and/or experience in office setting • OTHER SKILLS REQUIRED: Must have excellent reading, writing, and speaking skills to interpret phone calls or provide verbal readings of radiology reports. Must be able to type 35 words per minute. Must be able to hear and verbally communicate with patients, family members, physicians, healthcare professionals, department staff, students, etc. Treats patients of all age groups and is knowledgeable of about development needs across the span, and appropriate age-specific equipment. Must have excellent