



JOB DESCRIPTION

TITLE: Scheduler
DEPARTMENT: Radiology
REPORTS TO: Director of Radiology and Imaging
FLSA: Non-Exempt

SUMMARY OF JOB:

Provides scheduling support to the Radiology and Respiratory Therapy departments by coordinating exams, procedures and all associated operations in the scheduling office.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Patient Care:
 - a. Responsible for providing patient care in accordance with the hospital mission, goals, rules and policy and procedures guidelines.
 - b. Responsible for adhering to the Service Excellence Standards.
 - c. Responsible for scheduling patients for any exam or procedure requested by physician's office. To include Radiology (all modalities), and Respiratory Therapy. Scheduling is performed in accordance with each department's requirements and recommendations.
 - d. Verify presence of physician orders for exam or procedure with diagnosis, if incomplete notify physician's office for clarification and involve a Technologist if verbal order is required.
 - e. Responsible for providing all necessary paperwork for each exam or procedure to specific modality or personnel.
 - f. Answers telephones by second ring and handles calls appropriately providing whatever it takes customer service.
 - g. Checking in patients for exams and procedures as necessary and verifying personal and insurance information for updates and accuracy.
 - h. Verify copies of photo ID and insurance cards.
 - i. Provide patient with any pre-procedure questionnaires or forms needing filled out. .
 - j. Responsible for monitoring and cleaning waiting rooms and providing regular communication to patients and family members as needed or scheduled.
 - k. Screens calls, takes messages and supports the Radiologists.
 - l. Other duties as assigned.

2. Patient Exam:
 - a. Responsible for being familiar with the scheduling and procedure notes for current, accurate prep and protocol information.
 - b. Providing help to all other areas of the department as needed
 - c. Printing of Optio forms to attach to all requisitions for each exam.
 - d. Obtaining and verifying lab orders for all patients requiring sedation or contrast administration and provide contrast risk assessment form.
 - e. Obtaining clarification of illegible, missing or incomplete orders.
 - f. Educating and providing necessary preps and oral contrast to CT patients.
 - g. Pull orders for the next two days in scheduling.
 - h. Other duties as assigned.

3. Patient Results:
 - a. Performs phone calls to physicians and patients as directed by the Radiologists.
 - b. Provides documentation of exams and procedures as requested.
 - c. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent with knowledge of medical terminology
OR
equivalent combination of education and experience.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date