

# CENTRAL MONTANA MEDICAL CENTER

## POSITION DESCRIPTION

Position Title	<b>DEPARTMENTAL ASSISTANT</b>	Grade	
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Department	<b>Radiology</b>	Exempt	
Immediate Supervisor	<b>Radiology Manager</b>	Non-exempt	<b>X</b>
Supervisor next in line	<b>N/A</b>	Workweek	<b>40</b>

### POSITION SUMMARY

The Radiology Departmental Assistant serves as the first point of contact for patients and visitors entering the Radiology Department. This role is responsible for providing excellent customer service, managing patient scheduling, maintaining accurate records, and supporting the radiology team with administrative tasks.

### Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

### Minimum Education, Experience, Licensure, Certification required:

**Education:** High School Graduate or equivalent

Post high school vocational training

**Experience:** 2 years previous secretarial experience

### ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

- 1 Greet patients and visitors in a professional and courteous manner.
- 2 Handle general secretarial duties such as filing, typing, phoning, and mail.
- 3 Answer and direct phone calls; take messages and route calls appropriately.
- 4 Request and send Electronic Health Records to and from other facilities and maintain records of all mail transactions.
- 5 Schedule, confirm, and reschedule patients and provide follow up communications.
- 6 Coordinate with radiology staff to ensure smooth workflow.
- 7 Type memorandums and meeting minutes.
- 8 Record and prepare reports for departmental statistics.
- 9 Transport patients for the technologists as needed.
- 10 Record data and prepare reports for Quality Assurance activities.
- 11 Maintain patient confidentiality and comply with HIPAA regulations.
- 12 Verify insurance and necessary authorizations for procedures.
- 13 Assist with data entry and record keeping in the electronic medical record (EMR) system.
- 14 Respond to patient inquiries and resolve issues or escalate as needed.
- 15 Completes other duties as assigned

### Knowledge, Skills, Abilities:

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**Knowledge** of medical terminology and anatomy.

**Willingness** to attend inservice programs and asks questions to maintain and improve knowledge level.

**Ability** to adapt to fluctuations in workload assignments and perform appropriately in crisis and emergency situations when time is of the essence.

**Ability** to read, write, perform basic mathematical computations, follow written and oral directions, type 50 wpm, basic computer skills.

**Judgement** to seek guidance and direction, when needed, for performance of duties and ability to recognize, establish and respond to priorities.

**Communication** skills to effectively relate to/with patients/residents, co-workers, visitors, families, physicians, and the general public. Proper telephone etiquette.

**Ability** to work under stressful conditions.

**Willingness** to assume additional duties when requested and to offer assistance to others when indicated.

### OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
<b>X</b>	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

### OTHER EXPOSURE for this position:

<b>X</b>	<b>Radiation</b>	Work in a radiation controlled environment
	<b>Noise</b>	
	<b>Other (Specify)</b>	

### PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
<b>X</b>	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly

**I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.**

Employee's Signature	Supervisor's Signature	Date