

Hutchinson Clinic  
Structured Compensation - Job Description  
**Radiology Receptionist**

Prepared on: 1/2/2008

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Department:	Radiology Department	Grade:	4
Reports To:	Radiology Asst. Supervisor	Classification:	Non-Exempt
Supervises:	Direct: 0      Indirect: 0		
Approved By:	Compensation Committee	Effective Date:	5/13/1997
		Revised Date:	

Role:

To greet, instruct, and schedule patients in an efficient and timely manner; and to maintain procedure records.

Major Duties and Responsibilities:

(E) Essential or  
(N) Nonessential

- |     |   |   |
|-----|---|---|
| 65% | Patient handling: Schedules patients either by phone or in person. Reschedules or cancels appointments at the patient's or doctor's request. If a patient is rescheduled or cancelled, makes a note to be put in the patient's chart indicating such and the reason, if possible. Verifies and updates necessary patient information. Types and bar-codes patient's film ID card. Retrieves or makes, if the patient is new to the department, a permanent card (an index card listing the patient's information, the date, type of exam, and referring physician of every radiology procedure performed on the patient) and adds the current procedure. Maintains the permanent card file in alphabetical order. Records the patient's chart number, referring physician, and the current procedure description in a log book. Charges the exam on the charge ticket. Takes the patient to a dressing room, if necessary, and instructs the patient in proper gowning for the examination. | E |
| 15% | Informs the technologist that a patient is waiting and where to locate the patient.<br>Greets patients and public in a prompt, courteous, and helpful manner. Answers telephone, takes messages, and provides information in a professional manner. Determines if the patients are in the correct area and instructs them if they are not. Asks required Medicare questions and has patient sign the appropriate form when necessary.   | E |
| 5%  | Logs all films coming into the Clinic and directs them to the appropriate area. Handles requests for films to be sent out. Obtains signed release and gives out films to be hand-carried by the patient to other physicians.  | E |
| 5%  | Performs related work as required.  | E |
| 5%  | Keeps work area and dressing rooms clean and stocked with clean gowns, forms, and all necessary supplies.   | E |
| 5%  | Maintains daily records of the number of patients seen, the type of exams performed, and number of exams ordered by each referring physician.   | E |

Expectations:

1. Maintains professional, considerate and congenial work relationships with patients, staff and the public. Observes strict rules of patient confidentiality.
2. Maintains accurate patient records.
3. Schedules procedures either in person or by telephone in a prompt, courteous and helpful manner.
4. Answers the telephone, takes messages and provides information in a professional manner.
5. Keeps work area and dressing rooms clean, organized and stocked with appropriate supplies.
6. Observes Clinic policies and guidelines.

Knowledge and Skills:

**Confidential**

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Experience: Up to six months of similar or related experience.

Education: Equivalent to a high school education.

Interpersonal Skills: Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.

Other Skills: KNOWLEDGE OF anatomy and medical terminology. ABILITY TO: sort and file materials correctly by alphabetic or numeric systems; prioritize and organize work; communicate clearly; react calmly to emergency situations; interpret, adapt, and apply established guidelines, yet be flexible to meet the individual needs of the patient; work with general supervision, structuring own work patterns within the general outline, referring unusual situations or problems to the supervisor; and work effectively during periods of stress resulting from patient flow and office demands. SKILLS IN: operating a computer; establishing and maintaining effective working relationships with patients, staff, and the public; recognizing and responding to patient's needs; and maintaining records and recording information.

PHYSICAL REQUIREMENTS: Manual and finger dexterity and eye-hand coordination for operation and repair of all departmental equipment. Lifts and carries items weighing up to 50 pounds.

WORKING CONDITIONS: Exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparations, and other conditions common to a clinic environment. Work may be repetitious at times.

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**

**Confidential**