



Tallahassee Orthopedic Clinic
The Team Behind the Team

Radiology File Clerk

POSITION SUMMARY

Perform a variety of clerical duties involved in filing, retrieval and distribution of patient x-ray film folders, and maintenance of associated logs and records; provide customer service with professionalism to support the patient flow of Ancillary Services.

ESSENTIAL FUNCTIONS

- Research accounts and import outside CD's to the TOC PACS system.
- Print film for surgery as requested by the Physicians.
- Answer telephone and take requests in person for x-ray CD's.
- Sort requests according to predetermined priorities and provide routine information concerning location and status of subpoenas.
- Input all data for outside films into the computer system for digitizing images for the PACS.
- Assist Ancillary Services front office staff to include the following:
- Verify and enter all patient demographics and insurance information into the computer system including authorization and referral numbers.
- Copy all insurance cards and prescription slips for chart.
- Confirm appointments with patients and provide appropriate information regarding their appointment.
- Schedule all patients for Ancillary Services.
- Answer phone calls and return voicemails each day.
- Collect co-pays, co-insurance or deductibles from patients.
- Screen all patients to ensure they are free of metal to go in the machine.
- Escort patients to the dressing room and instruct them of what they need to do from there.
- Work various shifts, as required.
- Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPETENCIES DESIRED

- Basic knowledge and understanding of medical terminology and procedures outlining the various aspects of the x-ray filing system
- Ability to multi-task and be a true team player
- Strong communication, interpersonal, and oral skills including excellent telephone etiquette
- Basic computer skills including knowledge of the PACS system
- Excellent organizational and communication skills, including telephone and guest service skills
- Ability to interact effectively with patients and co-workers
- Excellent listening and interpretive skills
- PC skills required, including typing with accuracy and basic knowledge of EHR
- The ability and flexibility to cover various shifts, as needed

PHYSICAL DEMAND

Requires prolonged standing or sitting. Requires frequent bending, stooping or stretching. May require lifting up to 30 pounds. Requires eye-hand coordination and manual dexterity. Requires the use of office equipment, such as computer terminals, telephones or photocopiers. It is necessary to view and type on computer screens for long periods and work in an environment which can be very stressful.

CREDENTIALS DESIRED

Must have a high school diploma or equivalent education and at least one year experience in a medical setting or customer service field.