



TRINITY HOSPITAL  
Wolf Point, MT 59201  
(406) 653-6500

POPLAR COMMUNITY HOSPITAL  
Poplar, MT 59255  
(406) 768-6100

## **Outpatient Clerical Support**

Name:

Job Title: Medical Technologist Lead  
Accountable to: Director of Laboratory Services  
Department: Laboratory  
Reviewed Date:

### **Purpose of your Job**

The primary purpose of your job position is to perform clerical support for the departments of Radiology and Laboratory Services in accordance with established procedures and as directed by your supervisor.

As Outpatient Clerical Support, you will be working with Department Managers and staff and at times will be the public's initial exposure to the facility. You must display absolute professionalism and courtesy at all times whether dealing with fellow employees, and public whether on the telephone or in person. You are delegated the responsibility and accountability, necessary to carry out your assigned duties.

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar or a logical assignment to your position.

### **Working Conditions**

- Works in a well-lighted, ventilated office area.
- Is subject to sitting, standing, and bending intermittently throughout working hours.
- Is subject to frequent interruptions.
- Is subject to hostile emotionally upset patients, residents, family members, personnel, visitors, etc.
- Is willing to work beyond normal working hours, weekends, and holidays when necessary.
- May be exposed to infectious diseases and hazardous waste.
- Must travel between all campuses of NEMHS.
- Must be able to lift 50 pounds.



### Essential Job Functions

- Must possess a high school diploma or its equivalency.
- Must have a working knowledge of computers, and preferably Microsoft Word and Excel. Will be expected to learn and become adept at NEMHS software system, CERNER.
- Must be able to work effectively, professionally and present well to the public.
- Must display proper telephone etiquette at all times.
- Must be able to read, write, speak, and comprehend the English language.
- Must be able to see and hear, or use prosthetic devices that will enable these senses to function adequately to assure that the requirements of the position can be fully met.

### Major Responsibilities

- Responsible for registering patients needing outpatient laboratory or radiology services into the computer system as they arrive at NEMHS.
  - Will enter orders for recurrent laboratory tests in the computer scheduler program.
  - Responsible for monitoring the pending laboratory and radiology file and notifies provider of patient "no-shows".
  - Responsible for acquiring new standing orders for laboratory services upon expiration.
- Responsible for processing and sending out laboratory specimens to appropriate vendor.
  - Completes necessary paperwork accurately.
  - Tracks tests.
  - Distributes reports accordingly.
- Responsible patient prep compliancy.
  - Distribute proper patient preps needed for appropriate tests and procedures.
  - Knowledgeable about special requirements for patient testing procedures.
- Responsible for down loading reports accurately.
  - Downloads reports as needed by radiology and Laboratory services.
  - Copies and distributes the report.



## Outpatient Clerical Support

- Responsible for answering telephone calls professionally.
  - Answers phones, takes messages and distributes accordingly
  - Greets patients who are waiting in front lobby and escorts them to outpatient waiting room to process paperwork.
- Responsible for acting as relief personnel for the receptionist as necessary.
  - Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account.
  - Verifies insurance carrier of all patient entering the facility.
  - Must answer telephone calls and transfer incoming calls to the appropriate departments, using the paging system when necessary. Takes messages whenever possible, recording the time of the message.
  - Prepare outgoing mail.
  - Distributes mail to appropriate Department Managers.
  - Closes and locks the office at night.
  - Assures all the lights and office equipment is turned off and all windows are closed and locked if appropriate.
  - Transfer telephone to answering service when leaving at the end of the day.
  - Writes receipts for incoming payments.
- Responsible for assuring own education to keep abreast of changes affecting your position.
  - Attends workshops as directed by your supervisor.
  - Completes mandatory on-line annual training.
- Responsible for abiding by the policies and procedures of NEMHS.
  - Follows Employee Handbook.
  - Follows Employee Health Policies.
  - Follows OSHA, Infection Control and Safety policies.
  - Attends mandatory in-service training and training appropriate to your job position.



## Outpatient Clerical Support

- Responsible for assembling and preparing all medical records for scanning purposes.
  - This is a time sensitive duty and once the project is complete, this job duty will end. This project is under the direct supervision of Medical Records.
  - Disassemble charts; remove all staples, tape or anything that would inhibit scanning.
  - Secures all loose forms
  - Make copies of colored forms

I have read and understand the above job description. I understand that all listed Responsibilities are essential job functions for this position, and I agree to abide by those duties and responsibilities.

X

Employee Signature

Date: \_\_\_\_\_

X

Laboratory Director's Signature

Date: \_\_\_\_\_