

Job Summary – Receptionist

Family: Administrative Support

Grade: 5

Department: Radiology

Last Updated: Wed, Jul. 21, 2010

Job Information

Job Summary

Perform a variety of receptionist and clerical duties in radiology department. Receive patients, collect required information, enter data into the computer, and fill in special forms. Collect X-ray films, place films in envelope files, retrieve files for radiologist's usage and maintain X-ray envelope files for all patients.

Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and of the Diagnostic Radiology Department.

Essential Functions / Task Groups

Receptionist Duties

- Receive in-patients and out-patients displaying courtesy and professionalism
- Ask patients to wait in the waiting area
- Direct patients to cashier
- Answer telephone and intercom calls at the file desk area. Includes receiving incoming calls, transferring calls to appropriate rooms, taking messages and answering queries on routing matters. Also place calls for departmental users and direct visitors to correct offices and rooms
- Perform other related duties as assigned such as answering related queries

Administrative Duties

- Register Hospital patients and allocate charges on the computer
- Fill in a request form showing charge code
- Register & scan request with all relevant data into the Radiology Information System (RIS), place requests in the appropriate trays to be x-rayed, file requests, record appointments and provide patients with appointment card
- Ensure correct data entry of patient, referring Physician and type of examination
- Maintain and retrieve all X-ray film envelope files as directed. Includes opening new envelope films for new patients, placing X-ray number, date, name and type of examination, color coding of files, filing envelopes accordingly and retrieving files by color code as required
- Prepare a list of X-ray envelope files to be sent to out-patient clinics. Includes receiving lists and envelopes being returned, checking films and list and filing same accordingly
- Prepare and maintain "borrow lend" forms for all X-ray films given out. Includes filling in form prior to film issue, replacing film with form on return and disposing of form on return and replacement of film accordingly
- Retrieve missing X-ray films as directed. Includes contacting various floors and offices, locating film and ensuring retrieval accordingly
- Check entry of appropriate films on PACS/RIS
- Perform other related duties such as signing lending forms

Critical Competencies

Accountability, Client Focus, Communication Skills, Computer Skills, English Comprehension, Information & Records Administration, Initiative, Organizational Awareness, Planning & Organizing, Professionalism, Safety and Health Management, Team Skills

KNOWLEDGE / KNOW-HOW

Knowledge:

Knowledge of the functions and procedures of the department

Knowledge of principles and processes for providing customer and personal services

Education:

Minimum Education: BACC II

Experience:

Minimum Experience: 1 year in a similar setting having similar duties

Preferred Experience: 2 years

Languages:

Minimum Languages: Arabic & English (IET score >= 500)

Preferred Languages: French is an asset

Computer Skills:

Knowledge in all commonly used computer software such as Microsoft Office Tools (Excel, Word, PowerPoint...)

Knowledge of Radiology Information System (RIS)

IMPACT OF ACTIONS/DECISIONS

Tardiness heavily affects quality of service provided as well as patients' satisfaction of the hospital services.

JOB STRUCTURE

Perform day to day clerical functions according to predefined rules and regulations.

REPORTING / SUPERVISORY CHANNEL

Reporting Channel:

Report to Clinical Department Administrator

Supervisory Channel:

None

Job Characteristics:

Physical Effort: Little or no Physical Effort

Work Schedule: Regular weekdays

Working Conditions: Normal