Hermitage Medical Clinic
JOB DESCRIPTION

Job Title: RIS PACS & Administrative Assistant
Department: Radiology
Reports To: Radiology Administration Manager & PACS Manager
Accountable To: Radiology Services Manager
Hours of work: 39 Hours per week, Monday - Sunday
Contract: 6 months

JOB SUMMARY

The radiology department is replacing its Radiology Information and Picture Archiving and Communication System (RIS PACS) this year and will require additional administrative support to facilitate the process. The role will involve RIS PACS support during the planning and throughout the implementation process both within RIS PACS itself and also in our administrations office. The role requires a professional and customer focused service to be provided to our referring consultant clients and their patients attending our reception, registration and cashiering areas; an efficient telephone appointments booking service and administration support to the RIS PACS manager and reporting consultants to ensure that the reports are sent out within the agreed turnaround times. Confidentiality regarding patient information is of utmost importance and must be respected at all times.

QUALIFICATIONS AND ESSENTIAL SKILLS

• Leaving Certificate or equivalent
• Computer literate
• Experience with using IT systems
• Experience in a healthcare setting is viewed favourably
• Have strong numeric skills and be proficient in utilising IT operational systems

PRINCIPAL AREAS OF RESPONSIBILITY

1. To ensure that all your contact with patients, clients, staff and visitors are courteous and professional and the service delivered meets with the agreed specified protocol and turnaround time of results and / or reports to clients.
2. To provide a range of comprehensive administration duties.
3. To respond to enquiries in a helpful manner directing clients to the right source if they have come to us in error. This encounter may be on the telephone or “face-to-face”.

4. To assimilate knowledge of our range of products in radiological investigations.

5. To use the computer system (Meditech) for client records and registration, Order Entry, Billing and Cashiering routines, scheduling appointments for medical investigation procedures and the Radiology Information System for clinical reporting.

6. To adhere to the strict procedure of client registration in Meditech, establishing payment arrangement and/or obtaining the required documentation and information from our patients if payment is by 3rd party payer, before acceptance for treatment.

7. To ensure that the patient’s visit and investigations are carried out with minimum delay, co-ordinating the activities and the providing the flow of information to clinical staff and such personnel with whom they may come in contact for their investigations or clinical procedures.

8. To advise clients/patients should there be any reason for delay in the service and if necessary and where appropriate, inform the relevant area manager.

9. To ensure collection of payment from clients. This maybe in the form of cash, cheques or card payment.

10. To perform end of day account function ensuring that cash collected is banked and transaction records are maintained, complete processes / procedures in Meditech that are required by our Accounts Department.

11. To ensure that patients are given the correct instructions / preparation procedures for their investigations and to remind patients to bring their request forms if they are given one from their consultant.

12. To perform all RIS PACS duties accurately as per the instruction of the RIS PACS Manager.

13. To support the RIS PACS team during the implementation of the new system.

**General Administration**

1. To ensure that all requests / investigations made by our referring consultants are accompanied by the relevant request forms as no procedures can be carried out without the signed requisitions from the consultants, and that these requests are correctly booked in the appointments schedule.

2. To check daily and prepare the work lists for the next day, chasing up outstanding issues and request forms if not yet received in Department from consultants.

3. In the instance of any problems with our automated reporting system, to type any urgent radiology reports dictated by the reporting Radiologists.

4. To burn, pack and send out radiology CD’s and reports to the correct referring consultants. If referring consultants have specifications of how the reports etc. are to be sent, this must be adhered to.

5. Previous films, primarily mammography, maybe received in Department. These must be directed to the appropriate radiographer.

6. To ensure that all filing including requests forms be adhered to accurately.

**RIS/PACS Administration**

1. Burn CD’s from the GE System RA600/RA1000.

2. Upload CD’s to the GE System RA600/RA1000.
3. Perform daily checks of all studies to ensure that the images are matched to the request and in the correct status and assigned to the appropriate radiologist.
4. Perform intermittent checks throughout the day to look for any unspecified images that need to be matched to a study.
5. Prepare films for the Theatre for the following day for all knee and hip procedures and deliver to St. Luke's Ward.
6. Restart the CD Burner every morning.
7. Burn Connolly CD's each Friday and print accompanying reports to be sent to Connolly Hospital.
8. Perform bi-weekly reports to check on studies that are still in exam/writ status and notify PACS Manager of any studies that have gone past four days in exam/writ status.
9. Approve all MEDSY assigned reports.
10. Merge, delete and add annotations to studies per the direction of the performing radiographer.

Environment

1. To comply and to adhere to policy regarding the keeping of medical records and the minimum data set to be collected from our patients in order that data can be inputted and retrieved correctly in Meditech.
2. To participate actively in matters relating to audit that is set out in the Department.
3. To support colleague members and to work closely with a multi-disciplinary group to achieve and maintain objectives of Department.
4. To exercise flexibility in all staffing situations. Extra hours will be asked when needed.
5. To promote effective use of resources, this will include the managing of stationery orders and materials for the Department according to safe practice and service needs.
6. To ensure that the environment, principally the General Office, Client Waiting Area and all client facilities are maintain in a safe, clean and presentable state, reporting and requesting assistance when appropriate.
7. To ensure accurate communication and the promotion of the Department, its services and the Hermitage Medical Clinic.
8. To communicate promptly, as appropriate, any comments and complaints made about the service by our client users or members of staff to the Radiology Administration and Service Managers.
9. To maintain at all times a professional approach to all our clients, with the highest level of discretion and confidentiality concerning client information and all aspects of care.
10. To liaise with other departments and our external client, principally secretaries of our Consultant users of the service in the pursuance of fulfilling patient’s care.
12. To identify and develop personal training needs in conjunction with individual performance reviews and the needs of the Department.
13. To undertake any other duties commensurate with the grade, as delegated through the appropriate channels and agreed with the Radiology Administration Manager.

Education / Training
To identify and develop personal training needs in conjunction with individual performance reviews and the needs of the Department. This may be influenced by business needs, service demands and or legislative requirement.
To attend and maintain mandatory training deemed compulsory by the hermitage Medical Clinic, basic knowledge of infection control, CPR and customer care.

**Health & Safety**
In carrying out their duties, the employee is required to take reasonable care to avoid injury or accident that might be caused in the course of working. The duties are to be performed in accordance with the department's code of practice, Standard Operating Procedure (SOP), designed to ensure safety in work practices, and in the handling of materials and equipment. To comply with fire procedures within the Department.

**Customer Care**
It is the aim of the department to provide clients, patients and colleagues with the best possible care and services. In order to meet this aim, all our staff is required to put the patient and client first, and to do their utmost to meet their requests courteously and efficiently.

This Job Description will be continuously assessed in line with service requirements and consequently the duties of this post may change. Other responsibilities may be assigned to you by the Head of Department in consultation with Senior Management and Chief Executive from time to time.
# Terms and Conditions

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<thead>
<tr>
<th>Post</th>
<th>Administrative Assistant - Clinical Services</th>
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<tbody>
<tr>
<td>Department</td>
<td>Radiology</td>
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<tr>
<td>Location</td>
<td>The Hermitage Medical Clinic, Old Lucan Road, Dublin 20.</td>
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<tr>
<td>Salary inclusive</td>
<td>€</td>
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<tr>
<td>Hours per week</td>
<td>39 hours (Monday – Sunday)</td>
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<td>Contract term</td>
<td>6 months</td>
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<td>Start Date</td>
<td>ASAP</td>
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<tr>
<td>Annual Leave</td>
<td>20 days per year pro rata. The annual leave year currently runs from January - December. Annual leave entitlements are calculated on complete months of service.</td>
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<tr>
<td>Bank Holidays</td>
<td>8 per year</td>
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NB All offers of employment will be subject to references satisfactory to the Clinic, health check and satisfactory completion of the specified trial period.