



## Reception Support Specialist

### General Summary

The Reception Support Specialist's role is to support the Riverside Radiology and Interventional Associates (RRIA) Interventional Radiology practice at Riverside by performing administrative functions which support the reception area, including pre cert of patient procedures, patient registration, scheduling, charts and phone triage.

### Primary Responsibilities:

- Patient registration and scheduling office visits for IR Riverside (IRR) and IR Lewis Center (IRLC) offices.
- Obtaining pertinent previous reports for office visits.
- Copying and maintaining patient records.
- Scan and link chart documents to the Electronic Medical Records (EMR) system.
- Update diagnoses in EMR as listed on billing sheet.
- Complete all desktop physician orders in the EMR system.
- Keep records of outside films received; return in timely manner.
- Work closely with Ohio Health staff and all areas of RRIA to develop and maintain good working relationships between sites.
- Work closely with all other referring offices and facilities to develop and maintain good working relationships between sites.
- Record and update patient demographic and insurance information.
- Answers phone in a timely manner.
- Phone triage, including referring calls to appropriate areas.
- Sorting and distributing received faxes.
- Faxing medical records as needed.
- Retrieving and sending out all mail.
- Printing/sending medical records as requested by outside physicians.
- Preparing and uploading CD's as requested.

### Additional Responsibilities

- Provide support to on-site radiologists as needed.
- Serve as resource for referring physician offices with regards to patient scheduling and reports.
- Assist as a back up to several co-workers when they are out of the office, which includes working with the transcriptionists, and scanning and linking the Riverside office patient documentation.
- Maintain a neat and safe work area.
- Additional items as requested by management or physicians.

### Knowledge and Skill Requirement:

- A high school diploma or equivalent.
- Ability to take initiative to continually improve and enhance the clerical function.
- Ability to prepare and maintain records.

- Basic computer skills to be utilized in the completion of daily tasks.
- Ability to multi-task to provide maximum efficiency.
- Ability to establish and maintain effective working relationships with physicians, management, staff and others.
- Willingness to perform all duties as assigned.