

### **POSITION OVERVIEW**

Job Title: Interventional Workflow Specialist  
Business Title: *Intvl Workflow Spec*  
Job Code: INVWRKFLSPEC  
FLSA Status: Non-Exempt  
Department: XXXXXX  
Reports to: XXXXX  
Location: XXXXX  
Draft Date: XXXXX  
Revision Date: XXXXX  
Approved By: XXXXX  
Role: Individual Contributor

### **POSITION SUMMARY**

The Interventional Workflow Specialist provides direct clerical/administrative support to the Interventional case coordinators including answering and routing phone calls from patients and physicians, scheduling consultations, imaging and procedures at Practice sites and hospitals, and assisting in eligibility and authorization for interventional cases. Makes pre-collection calls to give estimate for Practice portion of hospital procedures.

### **POSITION DUTIES AND RESPONSIBILITIES**

- Displays exemplary customer service at all times with both internal and external customers including maintaining a positive, friendly and caring attitude.
- Pre-collections calling: relays estimate and billing information to patient including hospital portions of interventional procedures and makes collection attempt.
- Verify insurance eligibility and obtain prior authorization for upcoming scheduled appointments including hospital procedures.
- Answers telephone, answers questions, directs callers as appropriate and resolves patient problems following established procedures. Checks IR department voicemail and faxes and prioritizes by importance/urgency.
- Maintains detailed knowledge of CPT and ICD-10 codes.
- Schedules patients for appropriate exams or modalities, including checking availability of consultations, procedures and follow up appointments.
- Provides information regarding particular exams and procedures.
- Prepares, processes, and maintains all confidential records on new and existing patients.
- Communicates exam prep information to patients and technologists as necessary.
- Verifies patient identity, retrieves and processes current patient insurance information.
- Performs clerical work that may require data entry, word processing, sorting or collating capability.
- Assists other staff as necessary including clerical staff/
- Demonstrates competency and proficiency in the digital information system utilized in the performance of assigned work such as the Radiology Information System (RIS).
- Performs other related duties incidental to the work described herein.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to deal efficiently and courteously with all clinical personnel and patients and to establish effective working relationships
- Knowledge of medical office procedures



- Knowledge of basic arithmetic to make simple calculations and the ability to sort and file materials correctly by alphabetic or numeric systems
- Ability to act independently upon information and make decisions that achieve optimal results
- Ability to assess and identify needs and develop creative strategies
- Highly motivated with great organizational skills
- Demonstrates appropriate customer service attitudes and services in a variety of work settings
- Proficient in word processing, spreadsheets, Internet and presentation software
- Demonstrates a results orientation for delivering appropriate products and services in an accurate, complete and timely fashion
- Must be skilled in written and verbal communications, requiring the ability to read and write effectively and efficiently

**REQUIRED QUALIFICATIONS**

- High School Diploma or GED.
- Two or more years of medical assistant or healthcare experience.
- Familiarity with interventional radiology required.
- Any equivalent combination of education and experience

**Physical Activities**

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never       Occasionally       Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never       Occasionally       Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never       Occasionally       Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never       Occasionally       Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never       Occasionally       Constantly

Communicating with others to exchange information.

Never       Occasionally       Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never       Occasionally       Constantly

Operating machinery and/or power tools.

Never       Occasionally       Constantly

Operating motor vehicles or heavy equipment.

Never       Occasionally       Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never       Occasionally       Constantly

**Environmental Conditions**

Low temperatures.

Never       Occasionally       Constantly



High temperatures.

- Never  Occasionally  Constantly

Outdoor elements such as precipitation and wind.

- Never  Occasionally  Constantly

Noisy environments.

- Never  Occasionally  Constantly

Hazardous conditions.

- Never  Occasionally  Constantly

Poor ventilation.

- Never  Occasionally  Constantly

Small and/or enclosed spaces.

- Never  Occasionally  Constantly

No adverse environmental conditions expected.

- Never  Occasionally  Constantly

**Physical Demands**

Sedentary work that primarily involves sitting/standing.

- Never  Occasionally  Constantly

Light work that includes moving objects up to 20 pounds.

- Never  Occasionally  Constantly

Medium work that includes moving objects up to 50 pounds.

- Never  Occasionally  Constantly

Heavy work that includes moving objects up to 100 pounds or more.

- Never  Occasionally  Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

\_\_\_\_\_  
Support Teammate’s Signature

\_\_\_\_\_  
Date