



**RGH Ambassador
JOB DESCRIPTION**

Position Title:	Medical Imaging Ambassador	Exemption Status:	Non-Exempt
Job Classification:		Job Code:	
Department:	Medical Imaging		
Reports to:	Department Director		
Last Update:	September 13, 2013		

Job Summary

Under general supervision, is responsible for representing Roosevelt General Hospital (RGH) as an exemplary hospital in the region. Ambassadors will be the embodiment of the hospital's mission, vision and values. They will greet patients, families and hospital guests upon arrival. The candidate will initiate the department process and paperwork and obtain and verify accurate identification and demographical data for the patient's permanent medical record and billing. They will coordinate clerical, registration/admission and communication for efficient and effective operations of the department.

Essential Functions:

- Uphold the mission, vision and values of Roosevelt General Hospital (RGH)
- Register medical imaging patients efficiently and accurately, obtaining appropriate signatures, completing all required forms and providing patient information as required by state and federal regulations and departmental guidelines
- Maintain scheduling of appointments for the department
- Enter relevant information into computer system
- Assist patients with questions
- Explain hospital regulations
- Participate in data gathering as needed
- Greet all patients, families and hospital visitors with a positive, cheerful attitude
- Be knowledgeable on all of RGH's services
- Serve as the main communications person for the department, answering and placing phone calls, taking and relaying messages for clinical staff
- Initiate, maintain, and update department logbook, patient charts, and other forms as needed.
- Ensures department is adequately stocked with necessary clerical supplies, forms, etc. and maintains a neat and orderly work area

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Maintain patient confidentiality at all times
- Maintain professional uniformed attire, consists of khakis and provided RGH shirts
- Complete continued education/training requirements
- Report to work on time and as scheduled

- Wear identification while on duty
- Maintain regulatory requirements, including all state, federal and local regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities
- Attend monthly staff meetings

Qualifications

- High school graduate or equivalent
- Basic computer knowledge
- Medical terminology knowledge preferred.
- Spanish speaking is preferred
- Previous hospital registration and/or customer service experience preferred

Knowledge, Skills, and Abilities

- Must have an enthusiastic and positive attitude
- Possess a genuine desire to help RGH become an exemplary hospital in the surrounding community and the state
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize duties/tasks
- Ability to initiate communication with patients, their families and hospital visitors
- Must have excellent customer service and communication skills with the ability to effectively calm patients and be able to deal with distressed and/or agitated patients and their families
- Must have a professional demeanor and excellent public relations skills
- Willingness to develop or improve public speaking skills
- Knowledge of medical insurances (Medicare, HMO’s, PPO’s, commercial), EMTALA regulations, hospital billing and collection process
- Must have excellent written skills with knowledge of medical terminology

Physical Requirements and Environmental Conditions

- Work is performed during regular work hours, but may require overtime and/or weekend hours to meet deadlines
- Work in varying degrees of temperature (heated or air conditioned)
- Work under extreme pressures
- Position requires sitting for approximately 4-6 hours per day and walking for 2 hours per day
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee’s Signature

Date