GENERAL SCOPE OF WORK: This position delivers excellent customer service by communicating with patients over the phone to provide necessary information and to schedule patients for PET/CT exams. Assists with FDG ordering on the portal. Educates patients on exam preparation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Patient Scheduling
1. Delivers quality customer service by answering incoming phone calls or contacting patients by phone to determine exam time and schedule patient for PET/CT exam
2. Reviews screening form and verifies information to ensure accuracy
3. Ensures best possible customer service by properly educating the patient on the exam preparation and answering questions regarding PET/CT exam
4. Update patient record in SMS Portal, including any notes necessary for the technologist, customer, or future reference
5. Follows site-specific protocols and keeps protocol documentation up-to-date to ensure compliance
6. Obtains proper approval for schedule changes or cancellations as appropriate

FDG Ordering/Changes/Portal
7. Process/order FDG orders for patients using the SMS Portal, paying close attention to detail to ensure accuracy and thoroughness of processed order. Updates or cancels order in a timely manner in response to schedule changes and/or cancellations.

Other Functions:
8. Performs patient file maintenance, updating information and ensuring accuracy

The job description reflects management assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

POSITION QUALIFICATIONS:

EDUCATION, CERTIFICATIONS AND LICENSES:
1. High school diploma preferred

SPECIFIC REQUIREMENTS:
1. Previous patient scheduling, call center or reception experience preferred
2. Proven customer service skills
3. Familiarity with Medical Terminology preferred
4. Able to work in a high volume/fast-paced environment
5. Ability to work with sensitive and confidential information
6. Operating knowledge of personal computers and MS Windows and Office applications (including Word, Excel and Outlook)
7. Must be able to interact with patients, and SMS team members in a responsible, professional and ethical manner
8. Must be able to function effectively in a team-oriented environment

9. Must be able to work independently with limited direction

10. Must be reliable and demonstrate sound judgment and initiative

11. Posses a high degree of accuracy in work output

12. Ability to self motivate

**PHYSICAL REQUIREMENTS:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Sits, stands, and walks intermittently throughout the day

2. Regularly required to talk and listen to others in person and over the phone

3. Frequent use of hands to type, write, handle or touch objects or controls

4. Occasionally required to climb, stoop, bend, kneel, crouch, and reach above shoulders

5. Occasionally lifts weights up to 20 lbs

6. Specific vision requirements for this position include close vision, distance vision, and the ability to adjust focus

**WORKING CONDITIONS:**

1. Performs most duties under artificial lighting, with some daylight from windows or doors.

2. Most work is performed over the phone with use headset.

3. Building is air conditioned during the summer months and heated during the winter season.

4. Building has both carpeted and tiled floors.