

OTTAWA HOSPITAL AND REGION IMAGING ASSOCIATES

Job Posting

DATE: September 2023

A. POSITION IDENTIFICATION:

POSITION TITLE: Physician Assistant - Radiology

IMMEDIATE SUPERVISORS' TITLE: Section Heads of INR and IR
Operations Manager, OHRIA

SALARY RANGE: \$120,000

STATUS: regular fulltime, 37.5 hours per week
07:30 to 15:30, under review

B. MAJOR DUTIES

The Radiology Clinical Assistant is responsible for providing comprehensive administrative and clinical support services to the Department of Medical Imaging. This role involves various tasks, including managing medical appointments and procedures, updating patient records, handling communication channels, scheduling meetings, maintaining databases, and performing other administrative duties essential for a clinical environment. The Radiology Clinical Assistant will frequently interact with patients, administrative assistants, radiologists, trainees, nurses, and other hospital staff.

C. MAJOR RESPONSIBILITIES

1. Provide clinical support to medical staff during on-site clinics and for the inpatient population.
2. Coordinate with the booking team, clinic staff, and patients to schedule consultations and procedures, complete forms and documents, and develop comprehensive case histories.
3. Conduct physical examinations, order and interpret investigations, educate patients on treatment options, and provide counseling on preventative health measures.
4. Collect and update patient information, enter and format medical reports and correspondence electronically in the EPIC system.
5. Monitor daily procedure lists and conduct telephone follow-up with complex cases.
6. Facilitate the post-procedure call back process, which involves receiving telephone calls, emails, and MyChart messages from patients and redirecting or liaising with radiologists to address them.
7. Communicate with performing radiologists regarding the outcomes of procedures.
8. Monitor laboratory test results and ensure the scheduling and performance of follow-up imaging studies.
9. Handle referrals and prescription renewal requests as required.
10. Implement and track consensus plans from multidisciplinary conferences and rounds, including ordering procedures, pre-operative medication, and pre-procedure consultations.
11. Complete insurance and other claim forms.
12. Collaborate with Epic and IT teams to enhance the delivery of care.

13. Establish and maintain various internal office administrative support procedures such as document tracking, filing, and monthly reporting.
14. Ensure the availability of basic supplies required for medical assistance, including office supplies and tools.
15. Provide support to the Interventional and neuro-interventional radiology residency programs during the application and implementation process, as well as additional assistance as needed.
16. Foster relationships and liaise with various stakeholders to gather and share relevant information.
17. Fulfill specific needs of Spine IR and MSK groups, which may include post-procedure follow-ups (virtual or in-person), assessing pre-procedure work-up and imaging screening, coordinating imaging and tests, organizing follow-up visits, handling patient inquiries, assessing pain scale pre-procedure, streamlining procedure requests, and addressing IT-related issues impacting care.
18. Provide clinical and administrative support for RF ablations and Osteoplasties of pelvic and extremity bones within the MSK group.
19. Support the Breast section by creating and documenting details for consultations, arranging and scheduling appointments, approving direct interaction with patients experiencing complications, assisting technologists, receiving referrals, documenting complex management issues, and providing ad hoc support for issues arising in the breast center.

Note: This job description encompasses the primary responsibilities of the Radiology Clinical Assistant but is not exhaustive. The employee may be required to perform additional tasks and responsibilities as assigned by the department or supervisor.

Soft Skills:

- Excellent organisational, prioritisation and time-management skills required to meet deadlines while ensuring accuracy.
- Ability to work independently as well as part of a team.
- Excellent interpersonal and verbal communication skills.
- Problem-solving and decision-making skills required to deal with unexpected situations or issues.
- Above average initiative and judgement
- Ability to maintain patient and staff confidentiality.
- Develop a positive relationship with all those associated with OHRIA and the Department, including patients, Radiologists, Residents, Fellows, and other OHRIAs support team members and departmental personnel.

Technical Skills:

Solid knowledge of computers and software products at the intermediate level such as MS Outlook, Word, and

QUALIFICATIONS

- Physician Assistant license
- Bilingualism an asset