



## Clinical Call Center Specialist

### General Summary:

The Clinical Call Center Specialist or EIT (Electronic Information Technologist) acts as a liaison and provides support to the physicians and customers interacting with the Operations team. The position will be responsible for promoting an environment that embraces new technology and industry best practices as tools to help in primary goals of delivering the highest quality support to our physicians and customers.

The hours of each shift will be 12pm – 8pm with flexibility.

This is a remote position, but must be located near Columbus, Ohio.

### Responsibilities:

- Liaison to both Radiologists and external customers.
- Works under the direction of the Manager of Clinical OPS Services.
- Conducts technical support by efficiently performing a wide variety of tasks utilizing Picture Archive Communications Systems (PACS) and voice recognition technology
- Utilizes Picture Archive Communications Systems (PACS) and voice recognition technology with the ultimate goal of accurate and efficient utilization of electronic/manual image and data storage, reporting and distribution methodologies
- Gathers requested information necessary for dictation: previous images/reports, additional clinical history, missing orders in dictation system/images/paperwork.
- Connects the customer site(s) with the appropriate sub-specialty staff or requested radiologist.
- Audits images in PACS in dictated status to ensure the images have been dictated or places back on unread list if marked dictated inadvertently.
- 2nd and 3rd shift accept phone calls and dispatch IT related issues to on call IT help desk staff – Escalates to other IT Teams as needed.

### Additional Requirements:

- High school diploma or equivalent and related administrative experience
- Strong skills in the use of PC desktop applications such as Word, Excel,
- Excellent communication skills with all types of employees and management
- Previous healthcare experience desirable.

To apply, send resume to Sara Miller at [smiller@lucidhealth.com](mailto:smiller@lucidhealth.com)