



Clinical Operations Support Specialist

General Summary:

The Clinical Operations Support Specialist or EIT (Electronic Information Technologist) acts as a liaison and provides support to the physicians and customers interacting with IT Operations. 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.

This is a 2nd shift position, with the hours as 3pm - 11pm or 4pm - 12am with flexibility.

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

Responsibilities:

- Radiologist Liaison
- Gathers requested information necessary for dictation: previous images/reports, additional clinical history, missing orders in dictation system/images/paperwork.
- Customer Liaison
- Connects the customer site(s) with the appropriate sub-specialty staff or requested radiologist.
- Receive requests to check status of cases and validate receipts of images.
- Enters orders, ensures all images present, matches orders with images in PACS and validates reports are sent back for those sites utilizing RRIA RIS and PACS.
- Monitor Synapse PACS (Picture Archiving and Communicating System) :
- Monitor un-read case folders to ensure that images are dictated in a timely manner.
- 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.
- Report any unexpected/unplanned downtimes to staff.

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.
- Ability to modify work schedules and practices to meet job requirements

To apply, send resume to Sara Miller at smiller@lucidhealth.com