

 Oroville Hospital Job Description for Laboratory Clerk	Department:	Laboratory
	Dept.#:	7500
	Last Reviewed:	05/08; 08/12
	Last Updated:	

Reports To

Director of Laboratory Services

Job Summary

The Laboratory Office Clerk will perform the various office tasks required with receiving, processing, reporting, and delivering laboratory test results and other lab reports as they are completed in the department and/or received from reference laboratories. Upon receiving written or verbal orders for physicians or their designees, the Lab Clerk will help coordinate efficient and timely patient specimen collection by Phlebotomists. All testing orders are directed to the phlebotomy team in order of priority. The Lab Office Clerk will field questions from various sources regarding information about the Laboratory and lab test requirements or specifics and test results. The Lab Office Clerk will prepare changes for billing.

Duties

1. Accurately and efficiently processes anatomical and clinical lab test reports and distributes for routing to various locations
2. Receives phone orders for lab tests from physicians, nurses, unit clerks, and convalescent homes
3. As phone orders from lab tests are received they are prioritized according to need (STAT, ASAP, routing) and efficiently routed to the phlebotomy team or outpatient registration clerks
4. Follows all laboratory safety rules and reports any possible hazards to the Lab Office Supervisor and/or Lab Manager
5. Files and/or retrieves lab copies of patient test reports in cabinet files and/or in computer
6. Phones results of patient tests to physicians, nurses, or unit clerks as required or requested by Lab Office Supervisor or Lab Technologist as urgency dictates
7. Keeps the Lab Office Supervisor informed about malfunctioning of any office equipment
8. Verifies inventories and prepares orders for certain lab supplies as directed by the Lab Office Supervisor
9. Delivers laboratory and radiology reports to physician's offices at least twice daily
10. Picks up laboratory specimens at physician's offices at least twice daily
11. Is capable of handling numerous telephone calls simultaneously which includes reports and requests with regard to the following:
 - a. Receipt and dispatch of orders for specimen collection for testing
 - b. Requests for patient reports/test results

- c. Status of in-house tests
 - d. Status of references tests
 - e. “Turnaround time” for tests
 - f. Verification of patient test orders
 - g. Status of blood bank transfusion services patient blood products
 - h. Laboratory specimen requirements
 - i. Copies of patient lab reports
 - j. Telephoned reports from reference lab
 - k. Scheduling of special procedures (Bone Marrows, Biopsies, and Frozen Sections)
 - l. Arrangements for courier services and transportation for special patient tests samples to specialized reference labs
 - m. Laboratory test prices and/or availability
 - n. Arranges for in-house report delivery
 - o. Recalls patients for re-draw when recollection of specimen is necessary
12. Familiarity with sources of information about Laboratory testing procedures/policies for the various areas within the Lab (Surgical Pathology, Histology, Chemistry, Microbiology, Hematology, Blood bank, Coagulation, Urinalysis)
 13. Prepares and mails lab reports to out-of-town physicians
 14. Maintains current address files for physicians, hospitals, health care institutions, and labs, etc
 15. Updates cancer case log and routes reports to Medical Records Department
 16. Retrieves pathology data and delivers pathologist’s dictation tapes and surgical pathology requisition to medical Transcriptionist
 17. Copies all patient reports showing abnormal creatinine results and routes to Pharmacy
 18. Routes pertinent microbiology and serology reports to Infection Control Nurse, (i.e.) patients/hospital staff or quality assurance studies positive for bacterial culture, hepatitis, and clostridium difficile toxin
 19. Is familiar with the billing processes with regard to the following:
 - a. Obtains proper pricing and codes charges for lab tests
 - b. Prepares charge badges for posting
 - c. Arranges for charge credits on patient accounts when necessary
 - d. Financial classes and method of billing
 20. Performs with s minimum of errors – works neatly and with accuracy regardless of volume of work
 21. Responsible for maintenance and is capable of operating the various equipment in the Lab office, including but not limited to the following:
 - a. Photocopy machine

- b. Fax machine
 - c. Telephone system
 - d. Reference lab computer EDS with modem
 - e. Typewriter/computer Word Processor
22. Types Laboratory requisitions when required
 23. Assists Phlebotomist when necessary, i.e. holding children for blood draws, checking specimen requirements, distribution of incoming patient samples and test requisitions to various areas in the Lab as requested
 24. Performs other duties as requested by the Lab Office Supervisor or Lab Manager
 25. Accuracy and efficiency with which all assignments are completed
 26. Shows willingness to assist other Laboratory personnel when requested
 27. Shows willingness to assist other Laboratory personnel as workload permits without being requested to do so
 28. Encourages other Lab personnel towards professional growth and development by sharing information
 29. Keeps current with changes in Laboratory procedures
 30. Daily assignments are completed within 8 hour shift
 31. Organizes work for effective utilization of time
 32. Able to determine priorities when organizing daily assignments
 33. Daily workload indicates good use of time
 34. Seeks assistance when necessary from Lab Office Supervisor or Lab Manager
 35. Makes pertinent observations in regard to department needs and offers suggestions
 36. Shows ability to handle unexpected situations and is able to exercise independent thought and action when necessary
 37. Shows ability to work on own without being told specific things to do
 38. Is aware of need for cost containment
 39. Utilizes supplies in non-wasteful manner
 40. Observes confidentiality both with patient information and co-workers
 41. Maintains good interpersonal relationships with co-workers and with people in general
 42. Promotes an environment in which the Laboratory staff can work together cooperatively toward objectives
 43. Capable of performing a variety of tasks within the scope of job duties
 44. Accepts accountability for actions
 45. Assumes responsibility for own behavior
 46. Able to recognize the importance of hospital policy

47. Accepts and follows hospital policy
48. Can be counted on to carry out instructions and fulfill job responsibilities
49. Can be counted on to report to work as scheduled
50. Accepts responsibility for and becomes available for overtime when workload requires
51. Accepts responsibility for and becomes available to work a different shift when workload or conditions warrant it

Qualifications

1. High school diploma or equivalent is preferred
2. Must have basic clerical skills, such as: typing/Word Processing, filing, medical terminology, and be computer literate
3. Previous Lab experience and/or medical background preferred.

Lifting Requirements

Medium – generally not lifting more than 50 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 25 lbs.