

Class Specifications  
for the Class:IMAGING CLINICAL NAVIGATOR  
SR-22, BU:13Duties Summary:

Serves as a single point of contact for referring physicians, patients, and caregivers to provide resources and assistance with accessing clinical and supportive care services throughout the Imaging examination and/or procedure process. Facilitates patient appointments, including those made with labs, diagnostic areas, and specialty physicians; and performs other duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for independently planning, developing, and implementing an effective patient experience by navigating the patient from the time they are diagnosed, to initiate treatment and guiding patients through the healthcare system by assisting with access to healthcare. Knowledge of imaging operations as well as relationships with the Radiologists and understanding of patient needs is required to enhance the daily workflow of operations.

Examples of Duties:

Identify Imaging Service patients requiring navigation; assess patient's ability to navigate through the healthcare system and identify possible barriers to receiving Imaging exams and/or procedures; assist patients in understanding their diagnosis, treatment options, and the resources available, including educating eligible patients about appropriate clinical research studies and technologies; serves as an essential link between patients and all other care providers; facilitate appointments for consults and support services as required; screen patients for needed medication management; assist referring physician and/or physician office staff in initiating pre-authorization requests to insurance providers as required; provide routine follow up of pre-authorization requests; manage resources through interdisciplinary collaboration to achieve optimal patient outcomes; coordinate logistics for plan adherence-reminders; assist in developing, maintaining and improving patient flow within the department to help expedite care for patients; monitor patient schedules to ensure proper authorization, diagnosis coding and exam appropriateness criteria are met; build working relationships, solve problems, direct patients to resources and manage information; work closely with the imaging supervisors to identify current workflow;

documents navigator activities into the electronic medical record; enter data into web-based and/or Excel programs; participates in performance improvement projects; track and trend Imaging departmental progress; and develop relationships with participating physicians and service providers.

Cross trains and performs duties and responsibilities which are within the scope of practice allowed by their license, in other imaging modalities, as required; maintains competencies within appropriate time frame; and uses the principles of growth and development and pain management to assess patient needs and provide specific treatment and care.

Knowledge and Abilities Required:

Knowledge of: Knowledge of imaging operations and functions; Radiology Information System (RIS) and Picture Archiving and Communication System (PACS), and Electronic Medical Records (EMR). Knowledge of imaging equipment and physics of specialized radiologic procedures, safety, medical terminology and department protocols; hospital policies and procedure, rules and regulations, government regulatory requirements and accrediting standards. Knowledge of insurer scheduling and authorization requirements for Imaging exams/procedures. Knowledge of quality improvement processes, data collection and statistical analysis.

Ability to: Coordinate, implement and evaluate imaging workflow, exam/procedure scheduling and requirements for patients to access care; problem solving, decision making and critical thinking skills; effective communication skills. Works effectively with a variety of personnel in a team environment, conducting training, and prepare clear and concise reports.

Code of Ethics: Ability to meet the specific needs of patients with a variety of disabilities; retain emotional stability and maturity despite emotional and physical pressures; demonstrated ability to use independent judgment and initiative. Ability to promote a positive, collaborative practice atmosphere.

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This is the first class specifications for the class, IMAGING CLINICAL NAVIGATOR.

DATE APPROVED: December 12, 2018

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JUANITA LAUTI  
Chief Human Resources Officer