

## UW HEALTH JOB DESCRIPTION

### **PATHOLOGY REPORTING SPECIALIST**

Job Code: 540066	FLSA Status: Non-Exempt	Mgt. Approval: K. Lehman	Date: June 2020
Department: Laboratory Services		HR Approval: J. Theisen	Date: June 2020

#### **JOB SUMMARY**

UW Health Clinical Laboratory is a comprehensive provider of laboratory testing, expert medical interpretation of specimens and innovation in laboratory technology. The laboratory plays an essential role in the quality and safety of patient care by providing accurate diagnostic and treatment information to caregivers and patients.

The Pathology Reporting Specialist performs a variety of tasks in support of staff Pathologists and other healthcare providers within multiple subspecialties. Individuals are accountable for ensuring accuracy and completeness of all case materials, documents, tests ordered, and patient care reports. Tasks may include transcribing pathology reports, coordinating patient care correspondence/materials, triaging patient care related telephone encounters, coordinating with clinical teams for tumor board case review, and whole slide scanning. Individuals are expected to perform some troubleshooting, maintenance, and problem resolution. Troubleshooting is not automatic and requires decision-making and direct intervention to resolve most problems. Maintenance requires special knowledge, skills, and abilities. Resolution of problems requires extensive independent interpretation and judgment. Unusual issues or difficult problems are referred to senior staff or leadership.

#### **MAJOR RESPONSIBILITIES**

##### **A. General Responsibilities**

1. Review select policies as required (i.e., annual review). Recommends policy changes and seeks clarification as needed.
2. Participate in survey readiness activities.
3. Recommend process improvements.
4. Promote culture of safety for patients through proper identification, proper reporting, documentation and prevention of medical errors.
5. Perform basic troubleshooting. Use problem solving skills when assessing equipment malfunction. Identify possible solution and contact vendor/s as needed.
6. Participate in all relevant quality assurance (QA) activities, including reporting sources of error.

##### **B. Clinical "POD" Responsibilities**

1. Provide patient care related support to staff Pathologists by acting as lead for a subspecialty group or workflow.
2. Take minutes in clinical care-related meetings.
3. Maintain subspecialty specific contact information and consultation letters for commonly used second opinion laboratories.
4. Generate second opinion letter at Pathologist request.
5. Request blocks and slides from external facilities on an as-need basis per instruction from Pathologist.
6. Perform basic troubleshooting at Pathologist request by utilizing the appropriate technical teams.
7. Communicate with coordinators and organize subspecialty-specific tumor boards and conferences.
8. Maintain subspecialty specific CAP synoptic reports and notify subspecialty of synoptic updates.
9. Place ServiceNow ticket at Pathologist request and provide feedback upon resolution.
10. Use Laboratory Information System (LIS) to enter patient demographics, orders, access report information, update billing records and other necessary data entry functions.
11. Review LIS system for case flag or hold and follow-up accordingly.
12. Document Case QA and variance events in LIS on Pathologist behalf.
13. Review case materials prior to distribution for completeness.
14. Understand the impact of testing activities on billing and submission of credits. Provide assistance with billing activities and corrections as required.
15. Perform document imaging of paper requisitions, second opinion pathology reports, and unsolicited pathology reports into the Laboratory Information System. Initiate amendment reports as needed.
16. Perform whole slide scanning as requested by staff Pathologists.
17. Facilitate transfer of cases between sub-specialties.

##### **C. Medical Transcription Functions**

1. Operate designated word processing, dictation, and transcription equipment and software as directed and through independent design and use of macros, normal, and abbreviation expander to complete assignments.
2. Recognize, interpret, and evaluate inconsistencies, discrepancies, and inaccuracies in medical dictation, and appropriately edit, revise, and clarify them without altering the meaning of the dictation or changing the dictator's style.
3. Understands and complies with policies and procedures related to medicolegal matters, including

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confidentiality, amendments of records, legal request, informed consent, etc.

### D. Departmental Functions

1. Answer and triage phone calls. Fulfill tasks and requests that are prompted by these encounters.
2. Maintain file rooms. Tasks include filing slides, packaging consults, correctly storing consults, and returning consults to the originating institution.
3. Log receipt of consult materials and ensure all necessary orders have been placed. Contact providers as needed for orders.
4. Collate and tray slides in the laboratory.
5. Fulfill continuation of care faxed request from external facilities. Appropriately maintain paper records for any materials leaving our facility and reports coming back.
6. Log the return of materials from external institutions. Appropriately maintain paper records for any materials leaving our facility and reports coming back.
7. Triage incoming faxes.

### E. Reference Laboratory & Research Test Processing

1. Assists with requests in the preparation of diagnostic material for reference lab testing. Tasks may include processing orders, requesting materials, and packaging diagnostic material and documentation.
2. Assists with managing orders received from clinicians for tests performed in-house, i.e. immunohistochemistry, molecular testing.
3. Facilitate the production of materials for research/study requests, including requests for clinical trial eligibility.
4. Track and perform follow-up with reference lab for delay in result receipt.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent.
	Preferred	Formal training or equivalent in work experience in medical transcription.
Work Experience	Minimum	Six months of experience in transcription or equivalent experience working in a medical office environment
	Preferred	One (1) year of experience in medical transcription
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to successfully complete a medical transcription test</li> <li>• Organizational methods needed to effectively interact with staff Pathologists and Residents.</li> <li>• Working knowledge of adult learning styles and techniques is required to conduct effective programs for pathology residents, and university students.</li> <li>• Ability to maintain and convey a positive attitude and customer service approach.</li> <li>• Knowledge of computer software applications including word processing, spreadsheet, database and electronic calendaring/scheduling systems and web applications.</li> <li>• Expert knowledge of medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic tests, radiology, and pathology.</li> <li>• Expert knowledge of medical transcription guidelines and practices.</li> <li>• Excellent written and oral communication skills, including English usage, grammar, punctuation, and style.</li> <li>• Ability to work in a team environment and to collaborate with all levels of the Department.</li> <li>• Demonstrated skill in developing, coordinating, and maintaining subspecialty specific activities.</li> <li>• Ability to problem solve. Ability to use designated reference materials in an expert, appropriate, and efficient manner.</li> <li>• Ability to expertly operate designated word processing, dictation, and transcription equipment.</li> <li>• Ability to work under pressure with time constraints.</li> <li>• Ability to concentrate.</li> <li>• Excellent listening skills.</li> <li>• Ability to carry out assignments responsibly and independently.</li> </ul>

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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	<b>X</b>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.