



**If interested:**

**EMAIL [HRRECRUITER@AURORADX.COM](mailto:HRRECRUITER@AURORADX.COM)**

## **Job Description**

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**Job Title:** Triage Coordinator  
**Reports To:** Operations Manager/General Manager  
**Supervises:** None  
**Department:** Specimen Receiving  
**FLSA Status:** Non-Exempt  
**Job #:**

## **Job Summary:**

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Responsible for correlating incoming specimens with the attached case manifest and requisition/demographics; patient name, test ordered, and applicable medical insurance information. This position requires effective prioritization, time management, communication and organizational abilities. This individual will be responsible for establishing and maintaining effective working relationships, both internally and externally.

## **Essential Key Responsibilities:**

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- Document, on the original case requisition, directions as to where the specimen must be forwarded based on insurance and test(s) ordered.
- For cases needing to be forwarded to another lab, transfer information from our requisition to the appropriate requisition based on insurance capitation, or utilize LifePoint software to generate the appropriate requisition. Transfer must be flawless and extremely legible. This task is extremely critical and accuracy cannot be jeopardized under any circumstances.
- Ensure all information is correct and kept with appropriate specimens.
- Develop the daily log that the couriers must sign.
- Develop the daily logs that must be sent to each client who has specimens forwarded – fax/e-mail log daily or weekly, depending on the client.
- Answer telephone lines promptly in a professional manner then transfers calls to appropriate person or take a message.
- Handle supply orders or pick-up requests for doctor's offices.
- Organize filing and file reports appropriately.
- Organize and prioritize assigned work in conjunction with other assigned duties and responsibilities.
- Work and perform in a positive and effective manner with pathologists, management, and co-workers in other departments.
- Provide top level customer service to patients and clients.
- Maintains strictest confidentiality

- Complies with all State, Federal, professional regulations as well as company and departmental rules, polices, and procedural manuals
- Adherence to HIPAA, Safety and OSHA Regulations
- Performs other duties as assigned

**Education:**

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- High School education or equivalent; college degree in related field preferred

**Experience:**

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- Prior laboratory experience strongly preferred

**Requirements:**

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- Demonstrate knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.
- Comply with the company's infection control policies and procedures including the Exposure Control Plan and OSHA Bloodborne Pathogens Standard to ensure a safe working environment for self and others.
- Ensure the company is operated in an efficient and cost effective manner by adhering to the attendance policies.

**Equipment:**

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- Proficiency in Microsoft Office applications, including Microsoft Word and Excel

**Knowledge/Skills/Abilities:**

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- Administrative and Organizational skills
- Technical Functional knowledge
- Knowledge of Biology or Biological Processes
- PC skills – including typing accurately at 40 wpm
- Communication skills
- Analytical/Cognitive skills
- Organizational skills
- Processing ability
- Detail Oriented
- Team Participation skills
- Ability to pass color deficiency testing

**Environmental Working Conditions:**

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Laboratory work environment with exposure to various chemicals and equipment. Prolonged sitting, frequent walking, standing, bending, stooping and lifting up to fifty (50) pounds. Safety equipment and personal protective equipment provided and required. Requires normal range of hearing and manual dexterity sufficient to operate office and laboratory equipment.

## **Physical Requirements:**

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- Physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to stand; walk; sit; use hands to finger; handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to focus.

## **HIPAA/PHI Security Level : High ( Low, Medium, or High)**

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Indicate the security access level of Protected Health Information (PHI) as necessary to perform essential key responsibilities of the position (access, utilize, disclose, store, and/ or dispose of PHI).

High – information access is detailed and sensitive to an individual’s demographics, service information, and personal medical history (past/present medical conditions, specifics of medical diagnosis or tests, treatment plans, and family history).

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All job requirements listed indicate the minimum level of education, knowledge, skills and/or experience necessary to proficiently perform the job. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees will be required to perform any other job-related duties assigned by their supervisor, subject to reasonable accommodations.