

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.

2088

2. Reason for Submission

Redescription
 Reestablishment
 Explanation (Show any positions replaced)

3. Service
 New Dept'l Field
 Other

4. Employing Office Location
 Durham, NC

5. Duty Station
 VAMC, Durham, NC

6. CSC Certification No.

9. Subject to IA Action

Yes No

Redescription of Position

7. Fair Labor Standards Act
 Exempt Nonexempt

8. Employment/Financial Stmt Required
 Yes No

10. Position Status
 Competitive
 Excepted (Specify)

11. Position is
 Supervisory
 Managerial
 Neither

12. Sensitivity
 Critical
 Noncritical
 Nonsensitive

13. Competitive Level Code

14. Agency Use

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Civil Service Commission						
b. Department, Agency, or Establishment						
c. Bureau						
d. Field Office	Program Support Clerk (OA)	GS	303	5	dbk	4/16/97
e. Recommended by Supervisor or Initiating Office	Program Support Clerk	GS	303	5		

16. Organizational Title of Position (if different from official title)
 Transcription Services Coordinator

17. Name of Employee (if vacancy, specify)

18. Department, Agency, or Establishment

VA Medical Center

c. Third Subdivision

a. First Subdivision

Medical Administration Service

d. Fourth Subdivision

b. Second Subdivision

Health Information Medical Section

e. Fifth Subdivision

19. Employee Review. This is an accurate description of the major duties and responsibilities of my position

Signature of Employee (optional)

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge

that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor

Yvonne Copleand
 Asst. Chief, HIMS

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)

Judith A. Pfeifer, RRA
 Chief, HIMS

Signature

Date

Signature

Date

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U. S. Code, in conformance with standards published by the Civil Service Commission or, if no published standards apply directly, consistently with the most applicable published standards.

22. Standards Used in Classifying/Grading Position

PCS for Clerk + Asst. Series, GS33
 6LG for Clerk + Asst Work, 6/87
 OA GEG 11/90

Typed Name and Title of Official Taking Action

GARY M. DAHL
 Chief, Personnel Service

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the Civil Service Commission. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the Commission.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks

25. Description of Major Duties and Responsibilities (see attached)

TRANSCRIPTION SERVICES COORDINATOR

MAJOR DUTIES AND RESPONSIBILITIES

Acts as a liaison between the transcription unit, the outside transcription service, dictators and Medical Center employees. The dictators include physicians, nurse practitioners, psychologists, psychiatrists, and social workers. Answers all questions regarding dictating procedures and resolves problems as they arise.

Maintains constant control of the dictation system, always aware of its backlog, the voice capacity safety margin and turnaround. Assigns work to the outside service according to workload and Medical Center needs. Programs the desk-top units to receive dictated material for use by the outside transcriptionists or the incumbent. Change dictators' parameters in the system as dictators join or leave the staff.

Maintains a current list of all medical center dictators.

Logs contractor assignments; relays technical requirements and descriptions of the contracted transcription work to be accomplished; reviews returned manuscripts for standards for acceptable work. Tracks progress and quality of performance; makes recommendations regarding the acceptability, rejection, or correction of work products or services, and similar matters which may affect payment to the contractor.

Enters dates of dictation and transcription for operation reports in record completion software file.

Ensures all equipment and supplies related to transcription services are properly maintained and available. Calls in repairs when necessary and orders supplies as appropriate.

Although the majority of the facility's transcription is performed by an off-site contractor, the incumbent is responsible for transcribing "STAT" reports as time permits. Incumbent ensures O&E exams are transcribed into DHCP on a timely basis and releases them to the O&E Clerk upon completion of the exams. Ensures "STAT" dictations are typed as a priority by the transcription services and printed back to the office within required timeframe. Types other work as assigned by the Assistant Chief or Chief, Health Information Management Service.

FACTOR 1. KNOWLEDGE REQUIRED

The knowledge of the dictation system, "Digital Dictation and Reporting System" by Sudbury Systems, Inc., and the ability to operate it with skill and ease.

Skill in operating an electronic typewriter, word processor, microcomputer, computer terminal, and/or related equipment, e.g., printers, optical scanners, modems, etc., using a standardized typewriter style keyboard with additional function keys.

The knowledge of medical forms, formats, typing policies, procedures and specialized medical terminology applicable to all specialties. Ability to listen to dictation and understand enunciation's, accents, dialects and rate of dictation to determine type of report and correct format.

Knowledge of highly technical and/or specialized medical terminology, including the nature and structure of medical root words, suffixes, and prefixes, along with basic knowledge of anatomy and functional body systems to distinguish homophones and hear homophones to know which word the speaker (on a voice recording) intends in a particular context. Skill to type from voice recordings into final form such materials as progress notes, consultations, discharge summaries and other materials containing specialized medical terminology,

Skill of a full qualified typist.

Knowledge of advanced software functions to produce a wide range of documents to enhance productivity or meet the needs of complex formats.

Requires subject-matter knowledge of the organization's operations, programs and projects to be able to respond to requests, problems, etc.

FACTOR 2. SUPERVISORY CONTROLS

Assignments are given with information on general administrative changes, deadlines and priorities. The supervisor defines overall objectives for work not previously automated.

The employee works independently to plan and carry out steps for completing assignments in accordance with established office instructions and practices for medical transcription. When current practices or deviations in an assignment cause problems, the employee uses own initiative to resolve them and coordinates efforts needed.

Completed work is evaluated for technical soundness, usefulness, and conformance with office operating requirement and needs, the methods used to produce the work are not normally reviewed.

FACTOR 3. GUIDELINES

Guidelines include both detailed step-by-step instructions for specific office automation tasks and more general procedural guidelines in the form of software manufacturers' manuals and tutorials for users, correspondence procedures, sample work products, etc. Employee selects and applies detailed instructions for each office automation task when available. For tasks not covered by specific guidelines, employee uses more general guidelines and applies judgment to determine appropriate procedures.

The employee uses judgment in locating, selecting, and applying the most appropriate authorized alternative among the various guidelines covering similar situations. Typically this includes determining the spacing and arrangement of material by considering the nature of the material, its

purpose, and correspondence manual or similar requirements. Situations involving significant deviation from established guidelines or the absence of adequate guidelines are referred to the supervisor or to an automation specialist.

FACTOR 4. COMPLEXITY

Incumbent must be able to handle several work activities at once requiring strong organizational skills.

Position requires the incumbent to be able to effectively deal with physicians and other staff members as well as transcription service employees and supervisors carrying out daily work. Must be able to quickly and independently resolve problems that arise. Unusual or potential problems should be reported to the supervisor for input and direction.

Although the employee does not spend a great deal of time typing, must be able to expertly read and critique work of the outside service to ensure quality.

The employee must be able to incorporate knowledge of medical terms, medications, surgical procedures and anatomy and physiology in transcribed format that is appropriate to that particular specialty and/or purpose of the dictator. When questions arise as to correct spellings, grammar, etc., the employee must have adequate skills for referencing appropriate manuals.

FACTOR 5. SCOPE AND EFFECT

The purpose of the work is to produce accurate, professionally acceptable transcribed material to be submitted directly to the physician. Rapid completion of a large volume of dictated material contributes directly to the efficiency of the organization and other agencies and individuals who depend on its use in further processes and services.

The transcription service is ultimately responsible for the transcription of all VAMC medical reports including C&P examinations. The C&P examinations will eventually raise or lower a veteran's pension or compensation. Thus, the accuracy and speed in which material is typed are determining factors in the veteran's well-being.

FACTOR 6. PERSONAL CONTACTS

The personal contacts are with employees of all of the VAMC's services. Persons contacted are from various levels within the VAMC and are engaged in a variety of functions, missions, and kinds of works. Personal contacts are also made by telephone with originators when work assignments are received by mail or voice recorded over the phone. There is regular contact with the transcription service.

FACTOR 7. PURPOSE OF CONTACTS

Contacts are for such purposes to exchange information about the assignments or methods to be used to complete the assignment, e.g., to clarify terminology, determine priorities, discuss revisions, etc. Contacts with contractors are to monitor work flow, timeliness and quality.

FACTOR 8. PHYSICAL DEMANDS

Although work is generally sedentary, it requires sitting and concentrating for varying lengths of time as well as standing, bending, stooping and lifting, and carrying light loads.

FACTOR 9. WORK ENVIRONMENT

Work is normally performed in an office setting which is adequately lighted, heated and ventilated. Work involves minimal risks and observance of safety precautions typical of an office setting.