

SUBJECT: SOUTHERN PEIGAN HEALTH CENTER	APPROVED: J.STGODDARD
JOB DESCRIPTION: PATIENT REGISTRATION CLERK	DATE: 9/25/23
WAGE: PER TRIBAL WAGE SCALE	REVISED:
STATUS: FULL-TIME	DATE:
SUPERVISION: LEAD PATIENT REGISTRATION	

Job Summary:

The patient registration clerk will serve as a clerical specialist that will provide data collection through interviews with incoming patients prior to admission in the assigned medical office. Gather demographic, insurance and emergency information for patient records and data-entry into the designated Electronic Health Record (EHR).

Ensure all the registration documents are complete and signed, combined with receptionist duties to include answering phone calls, retrieving and sharing messages for staff. Collecting copayments from those patients who are self-pay, assisting family members escorting a patient, and conducting research for prior medical records and account folders if needed. Billing and collection as outlined, indicating some collaboration with medical and billing staff.

Job Specific Requirements:

- Must be able to provide effective and efficient clerical duties, data entry and administrative services that support the position, including the preparation of new patient files.
- Responsible for scheduling new and returning patient appointments, resolving scheduling conflicts and explaining policy and procedure regarding missed and canceled and rescheduled appointments.
- Assist new patients with registration or orientation to clinic services as necessary.
- Answer the phone in a professional and courteous manner, and retrieve messages for distribution to proper staff when necessary.
- Using the designated EHR system, staff must be able to update and verify the demographics, employment, insurance and other pertinent information for the patient record.
- Able to utilize clerical skills in patient care to provide a safe environment to prevent medical and healthcare issues. This can be achieved by the use of policy, training and comprehensive judgment when necessary.
- Ability to multitask, and complete duties primarily independently, unless required to collaborate with immediate supervisor.
- Must have an awareness of customer service skills to assist in day-to-day operations and handle patient complaints..
- Practices a culture of safety and quality patient care to be maintained at all times.

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- Must have an awareness of any billing questions and/or policies regarding insurance questions to assist patient.
- May have to collect copayments or handle cash during patient visit as a part of job duties through the use of policy and procedure for receipt.
- Demonstrates the ability to perform under stressful situations that may occur as a result of patient care in the facility. Reviews daily schedule and log for any data entry updates or needs.
- Networking with all staff, individual must be able to file and upload all attachments to patient record daily for any medical or billing needs.
- Must be capable of team building, networking and correspondence with both internal and external staff and/or other agencies.
- May need to perform other duties, as assigned and/or permitted.

Professional, Knowledge, Skill Requirements:

- Staff must ensure patient confidentiality at all times using the guidelines pertaining to Health Insurance Portability and Accountability Act (HIPAA), organization policy, and/or any other regulations that guide confidentiality practices.
- Must have the ability to perform duties with a computer, and understand basic technology. The use of Microsoft office and other programs are essential in completing tasks of the program.
- Understanding of terminology related to the program needs to include, medical, addiction, mental health, nutrition, etc.).
- Complete tasks in a timely and efficient manner that meets all deadlines for documentation expectations.
- An understanding of ethical practices that may be required for completing job duties.
- Communication skills that include verbal and the ability to achieve written requirements.

Physical Demands:

- With an understanding that Moderate, physical activity is required, staff must be able to lift up to twenty five (25lbs.) or more as necessary.

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- Physical demands for position will include prolonged sitting, lifting objects, using hand and eye coordination that require good vision and hearing. Duties may include repetitive movements and activity.
- Work environments may involve exposure to potentially dangerous situations and hazardous materials, all which will require safety precautions. Duties may require the use of protective equipment during any situation.
- Work duties are performed on site at Southern Piegan Health Center (SPHC), however coverage at the other affiliated clinics may be necessary and/or outreach may be necessary requiring physical activity and travel expectations.
- Must be capable of working a normal schedule, Monday through Friday or extended hours as required by SPHC. This may include evenings and/or weekends as necessary.

Regulatory Requirements:

- Minimum, must have a high school diploma, and/or an Associate's degree or higher in related field. Equivalent training in related healthcare field may also be considered.
- Minimum of one (1) to three (3) years of working in administration, business or receptionist positions. Training and work experience will be considered.
- Blackfeet members will have preference; however all candidates will be considered during hiring process.
- CPR certification is not required upon hire; however employee must obtain certification within one (1) year of employment with arrangements made with the administration.
- Must have a valid Montana driver's license, as traveling assignments may be directed by the program.