



Skokomish Indian Tribe

Tribal Center (360) 426-4232

N. 80 Tribal Center Road

FAX (360) 877-5943

Skokomish Nation, WA 98584

JOB DESCRIPTION

POSITION: MEDICAL OFFICE SPECIALIST

SUPERVISOR: PRACTICE ADMINISTRATIVE COORDINATOR

SALARY: \$18.02 HOURLY 1 FTE

NATURE OF WORK: The Medical Office Specialist provides a wide range of advanced clerical and receptionist support services for the tribal health clinic. Duties involve standard medical practices and operation procedures conducted in a courteous and professional manner including a full range of medical receptionist and medical records assignments.

REPRESENTATIVE JOB DUTIES:

1. Meet and greet patients in a respectful and courteous manner, promoting positive public relations and trust within the community.
2. Schedule patient appointments for providers per protocol and policy.
3. Assist with monitoring providers schedule for any changes or closures.
4. Enter and update patient information in the Electronic Health Record (EHR) at each visit to ensure accuracy of patient data and verify that they are assigned to a PCP on file.
5. Notifies Direct Care patients of any potential out-of-pocket expenses when scheduling appointments.
6. Follows HIPAA guidelines and policies. Provides all patients with Privacy Notice and other relevant forms for signature and help patients understand their rights under HIPAA.
7. Obtain all required legal information for consent for treatment, assignment of benefits and release of information. Document any refusal in the EHR.
8. Responsible for security and confidentiality of patient information.
9. Verify and Update registration packets yearly.
10. Assist with new patients and make sure they have registration packet turned in to Benefits Manager to approve or deny the application.
11. Verifies patient insurance eligibility while making the patient appointment and verify we have a scanned copy on file.
12. Daily document scanning. Includes outside consultants, ER reports, imaging, and patient communications. Place all documents with patient information in shred containers after QI is complete, and empty nightly.
13. Work with Indian Child Welfare staff to get up-to-date lists for Guardianship patients and notify ICW when patients are scheduled.
14. Call all patients scheduled for the next day to remind them of appointments.
15. Participate in community events sponsored by the Clinic.
16. Clean and sanitize lobby twice daily.
17. Deliver mail to tribal office and check mail daily.

18. Maintain lobby is locked during lunch hour and at end of the day.
19. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

1. Must possess the ability to multi-task and work efficiently, both individually and as part of a team.
2. Must be able to communicate professionally effectively both orally and written.
3. Must possess the knowledge of particular problems faced by the Indian community relative to health care.
4. Must be able to set work schedules and solve complex problems with minimal supervision.

MINIMUM QUALIFICATIONS ALSO INCLUDE:

1. High School diploma or GED
2. Two (2) years' experience in a professional office setting performing clerical and administrative support duties preferred.
3. Must be highly motivated and a self-starter.
4. The candidate must have a valid driver's license and be eligible for the Tribe's automobile insurance.
5. Must be able to work in a team environment.
6. Strong organizational, communication and interpersonal skills preferred.
7. The selected candidate must successfully complete a pre-employment drug screen test, and a complete fingerprint background investigation, including relevant criminal history, prior to employment.

Behavior standards: Respectful, courteous, and friendly to customers, other tribal employees, and tribal leaders. A team player that helps the organization meet its objectives. Take the initiative to meet work objectives. Effective communications with customers and other tribal employees. Get along with co-workers and managers. Positively represents the tribe maintaining the trust Skokomish residents have place in each of us. Demonstrate honesty and ethical behavior.

CONFIDENTIALITY: The employee will be required to sign a confidentiality agreement. Violation of this agreement can result in immediate dismissal.

DRUG-FREE WORKPLACE POLICY: The Skokomish Tribe is committed to providing a drug-free workplace for its employees, volunteers, and the community it serves. By Skokomish Tribal policy, this position requires pre-employment drug testing.

PREFERENCE: The Skokomish Tribe's Indian Preference Policy applies to this position. First preference will be given to qualified, enrolled Skokomish tribal members. Second preference will be given to qualified Native American applicants who provide proof of enrollment in a federally recognized tribe. Applicants not entitled to, or who fail to claim Indian Preference, will receive consideration without regard to ethnic/national origin, marital status, sexual orientation, religion, disability status, or membership in the tribal organization.

This position is at will and does not create a contractual relationship between the tribe and the employee.

APPLICATION INSTRUCTIONS

The application must be filled in completely (Do not write see resume). APPLICATIONS

THAT ARE NOT COMPLETELY FILLED OUT and TURNED IN BEFORE CLOSING DATE WILL NOT BE CONSIDERED

NOTE: Resumes and Cover Letters are only accepted in support of the application

JOB DESCRIPTION APPROVAL:

CEO: _____ Date: _____

Employee: _____ Date: _____
8.