



**MI'KMAQ NATION**  
**POSITION DESCRIPTION**  
**Entry Level Position**

**TITLE:** MEDICAL SUPPORT ASSISTANT (CLINIC RECEPTIONIST)

**CLASSIFICATION:** Full-Time/Hourly/Non-Exempt

**IMMEDIATE SUPERVISOR:** Business Office Manager

**SUMMARY OF POSITION:** The Clinic Receptionist is responsible for Patient Registration, Scheduling, Medical Records Support, Office Automation, and clerical support duties in support of the care and treatment given to Mi'kmaq patients who present for health services. The Clinic Receptionist duties includes: receiving and relaying incoming telephone calls, receiving and directing Mi'kmaq patients and visitors, answering routine inquiries, maintaining patient medical records, and clerical duties relating to patient care and treatment, e.g., scheduling appointments for patients). The duty to provide complete and accurate patient data for the clinic. Duties such as the processing of authorized documents, courteous patient contact, and good public relations, thereby enabling for the clinic to provide high quality patient care.

**EDUCATION (AND PERTINENT EXPERIENCE):** High School Diploma or GED. An Associate Degree in Medical Office Assistance or at least two (2) years of experience in Medical Office assistance is preferred. Familiarity with Electronic Health Records a plus.

**LICENSES OR CERTIFICATIONS:** Valid driver's license.

**SKILLS/KNOWLEDGE/ABILITIES REQUIRED:** Knowledge of Scheduling, Medical Records and Patient Registration functions. Working knowledge of general computer skills. Knowledge of the Privacy Act of 1974, HIPAA and Freedom of Information Act, in regard to the patient's right to confidentiality; and procedures for obtaining authorization for release of information from the patient's medical records.

**WORKING CONDITIONS:** Work is normally performed in an office setting. There is frequent contact with patients. May, from time to time, encounter hostile and/or sensitive individuals in the course of enforcing regulations as to authorization and referral to private facilities. The employee is exposed to communicable diseases.

**FUNCTIONS/TASKS:**

1. Maintain accurate and up to date registration information on all Mi'kmaq patients who present for health services, into the electronic health rec.
2. Acts as a receptionist for patients, visitors, and the general public, directly, face to face, or over the telephone.
3. Makes appointments for general and special clinics; notifies patients for return medical follow-up as requested by the medical provider, and for cancelled and/or rescheduled appointments.

4. Ensure that all required registration forms are completed and signed by patients for each calendar year and scanned into EHR.
5. Patient notification of appointments by sending 'Pre-Appointment' letters weekly and reminder calls daily.
6. Create and manage multiple clinic schedules to assure they are booked and blocked accordingly.
7. Completes Prior Authorizations (PAs) requests for insurance payment approval for referred services.
8. Assists patients with setting up travel for upcoming referred appointments.
9. Scanning patient registration documents into EHR.
10. Working with Mi'kmaq patients who have, or are eligible for alternate resources, by implementing screening and interviewing method effectively. Interview all patients eligible for Medicare, Medicaid, and Private insurance benefits, to ensure they understand their entitlement.
11. Maintains strict adherence to all MN Personnel Policies.
12. Reviews and adheres to the Privacy Act and HIPPA rules and regulations. Monitors and enforces compliance of staff with all applicable rules and regulations governing the privacy and confidentiality of patients, Health Department and IHS data and information.
13. Consents to a State of Maine Criminal Background and DHHS checks and have no significant findings.
14. Reviews, signs, and adheres to the Privacy Act of 1974, and Confidentiality Statement.
15. Reports to the Business Office Manager, of significant findings in relation to health matters that come to his/her attention during the performance of official duties.
16. Carries out additional duties as assigned by the Business Office Manager.

**NOTICE:** This Position Description in no way implies that the responsibilities and tasks are the only responsibilities and tasks performed by the Clinic Receptionist occupying this position. S/he will be required to follow any other instructions necessary to perform any job-related duties as required by his/her immediate supervisor.

Requirements stated herein are minimum levels of knowledge, skills, and/or abilities, to qualify for this position. To perform the scope of work, duties, and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "Ability" means to possess and apply both knowledge and skills.

All employment decisions, including promotions, transfers, and others, are based on meeting all requirements herein, on tribal need, the employee being in good standing (including the lack of disciplinary actions), meeting all applicable performance standards and other non-discriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals who pose a direct threat of significant risk of health and safety of themselves and/or others.

***Only individuals who have proof of full COVID-19 vaccination will be considered for hire.***

The Closing date for this position is **MAY 16, 2022**. If you are interested in applying for this position you must submit a completed job application; a completed application includes copies of certificates/licenses/degrees you have stated that you have obtained in your application, along with a cover letter and a resume, 3 professional references from current or past employers (within 3 years). A complete Job Description and an Application can be accessed online at [www.micmac-nsn.gov](http://www.micmac-nsn.gov) under Job Opportunities or you can call our office to have an application mailed. An offer of employment will not be made without a successful DHHS and State of Maine background check. The successful candidate must also submit to an FBI fingerprint background check.

**Please send the completed Job Application to the following address or email:**

**Cheryl Smart**

**Attn: Human Resource Assistant**

**Mi'kmaq Nation**

**7 Northern Road Presque Isle, Me. 04769**

[csmart@micmac-nsn.gov](mailto:csmart@micmac-nsn.gov)

**The Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with Public Law 93-638 and is an Equal Opportunity and Service Provider.**