



Mi'kmaq Nation Job Announcement

TITLE: Medical Support Assistant (Clinic Receptionist and Patient Registration)

CLASSIFICATION: Full-Time/Non-Exempt

IMMEDIATE SUPERVISOR: Business Office Manager

SUMMARY OF POSITION: The Clinic Reception/Patient Registration Clerk is responsible for Patient Registration, Medical Records Support, Office Automation, and clerical support duties in support of the care and treatment given to the patient who presents for health services. The Clinic Reception duties include: receiving and relaying incoming telephone calls, receiving and directing patients and visitors, answering routine inquiries, assembling patient medical records, filing medical results into the medical record, and clerical duties relating to patient care and treatment (e.g., schedule appointments for patients). The Patient Registration Clerk duties include: providing 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 the clinic to provide quality patient care.

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

LICENSES OR CERTIFICATIONS: Valid driver's license.

SKILLS/KNOWLEDGE/ABILITIES REQUIRED: Knowledge of interview techniques, Medical Records, and Patient Registration functions, policies, and procedures, to better refer patient inquiries to the appropriate personnel. Knowledge of ongoing maintenance of patient medical records. Knowledge of the RPMS Patient Registration System, Appointment System, and related software packages. Working knowledge of general computer skills including the use of a video display terminal and keyboard to interact efficiently and effectively with standard RPMS applications. Knowledge of medical terminology, accepted medical abbreviations, pharmaceutical terms, hospital terms, and medical abstracts. Knowledge of the Privacy Act of 1974, HIPAA and Freedom of Information Act, regarding the patient's right to confidentiality; and procedures for obtaining authorization for release of information from the patient's medical records.

The Closing date for this position is MAY 20, 2024. 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 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:**

Beth Diamond

Attn: Human Resource Office Manager

Mi'kmaq Nation

7 Northern Road Presque Isle, Me. 04769

bdiamond@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.