

## MIKMAQ NATION

### POSITION DESCRIPTION

**Job Title:** Medical Support Assistant (MSA)- Clinic Receptionist and Patient Registration

**Classification:** Hourly/Non-Exempt/Full-time/40 hours

**Immediate Supervisor:** Patient Resources and Health Information Administrator.

**Salary Range:** \$18.00 - \$23.00

**NOTE:** The following includes data on essential job functions, as well as physical, mental, academic, and experiential requirements for the job defined herein. The description serves interviewers, applicants, directors, and incumbents as a reference tool for determining whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibility described herein. Please be aware that some aspects of this portion may change over time in response to the evolving needs of the Mi'kmaq Nation (MN). These changes, however, may not be immediately recorded in this document.

**Position Summary:** The Clinic Receptionist is responsible for patient registration, scheduling, medical records support, office automation, and clerical duties in support of the care and treatment provided to patients receiving health services.

Responsibilities include receiving and relaying incoming telephone calls; greeting, receiving, and directing patients and visitors; answering routine inquiries; maintaining and updating patient medical records; and performing clerical duties related to patient care, including scheduling appointments.

The Clinic Receptionist is responsible for ensuring complete and accurate patient information is collected and maintained. Additional duties include processing authorized documents, maintaining courteous and professional patient interactions, and supporting positive public relations to help ensure the clinic provides high-quality patient care.

**Education:** High school diploma or GED

**Skills/Knowledge/Abilities required:** Knowledge of scheduling, medical records, and patient registration functions. Working knowledge of general computer applications and office software. Knowledge of the Privacy Act of 1974, HIPAA, and the Freedom of Information Act as they relate to patient confidentiality, including procedures for obtaining proper authorization for the release of information from patient medical records.

**Working conditions:** Work is primarily performed in an office setting with frequent contact with patients. The position may occasionally involve interaction with hostile or sensitive individuals

while enforcing policies related to authorization and referrals to private facilities. The employee may be exposed to communicable diseases in the course of performing assigned duties..

**Functions/Tasks:**

1. Maintain accurate and up-to-date registration information on all Mi'kmaq patients who present for health services in the electronic health record.
2. Act as a receptionist for patients, visitors, and the public, directly, face-to-face, or over the telephone.
3. Make 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 the EHR.
5. Patient notification of appointments by sending 'Pre-Appointment' letters weekly and reminder calls daily.
6. Create and manage multiple clinic schedules to ensure they are booked and blocked accordingly.
7. Assist patients with setting up travel for upcoming referred appointments
8. Scanning patient registration documents into EHR.
9. Working with patients who have, or are eligible for, alternate resources by implementing screening and interviewing methods effectively. Interview all patients eligible for Medicare, Medicaid, and Private insurance benefits, to ensure they understand their entitlement.
10. Maintains strict adherence to all MN Personnel Policies.
11. 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, the Health Department, and the IHS data and information.
12. Consents to a State of Maine Criminal Background and DHHS checks and have no significant findings.
13. Reviews, signs, and adheres to the Privacy Act of 1974, and Confidentiality Statement.
14. 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.

15. Carries out additional duties as assigned by the Business Office Manager.

**NOTICE:** This position in no way states or implies that the responsibilities and tasks are the only ones to be performed by the employee occupying this position. S/he will be required to follow any other instructions and to perform any other job-related duties as required by his/her immediate supervisor. The requirements stated herein are minimum levels of knowledge, skills, and/or abilities to qualify for this position. To perform this position's scope of work, duties, and responsibilities 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), and 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 to the health and safety of themselves and/or others.

***The Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with 25 USC 472, 472 (a) and P.L. 93-638 and is an Equal Opportunity and service provider.***