

Position: Reception Clerk II  
Department: Nursing Services  
Supervisor: Case Manager  
Supervises: No One  
FLSA Status: Non-Exempt

### **Position Summary:**

The purpose of this position within the Sac and Fox Nation Health Services is to serve as receptionist, appointment clerk, keep the patient's demographic information up-dated, enter any third party resource into the RPMS and create a new medical record for new patients at the Black Hawk Health Center.

### **Duties and Responsibilities:**

- Serves as receptionist for the clinic, greeting patients and visitors, providing information relating to clinic operations and refer patients to the appropriate department and clinic staff.
- Will review patient registration information, for patients on the appointment list for the following day, for those patients that need demographic information updated and patients that need to see the Benefits Coordinator.
- Interviews patient to obtain necessary documents for eligibility; Certificate of Degree of Indian Blood, Social Security Card, if patient is under 18 a copy of the Birth Certificate is needed, and if applicable a copy of third party information (Medicare, Medicaid and Private Insurance). Once documents are received and copied for new or reactivated patients, these documents, along with the patient's medical record number will be given to the HIM Clerk. The HIM will set up a medical records folder/chart.
- Assists clients in completing appropriate application forms and interpret rules and regulations for Alternate Resources and how it impacts the Contract Health Services Program.
- Maintains, enters, updates and verifies all alternate resources data necessary for patient registration and for accurate billing through the use of the RPMS Patient Registration System.
- Will maintain a control number log of the chart numbers that will be issued to the new patients at the Black Hawk Health Center.
- Will maintain the automated Master Patient Index within the RMPS and keep a hardcopy updated by printing an index card on the new patients and filing it in the card index file cabinet.
- A letter will be mailed to the patient if certain documents are needed for the patient to be eligible for health services (Direct Medical Care and Contract Health Services).
- Knowledgeable of the 1974 Privacy Act, HIPAA and its requirements involving confidentiality, Civil and Criminal penalties for unlawful disclosure of patient information.
- Implement the use of the third party resource (via website or telephone assistance) for verification of additional information.
- Willing to implement the PAMS (Patient Accounts Management System) within the RPMS.
- The individual will compare the printed out appointment list to the appointment book, to make sure all appointments have been entered into the RPMS.
- Maintains an efficient appointment system for all clinics with the scheduling menu on the RPMS, except Behavioral Health Clinic.

- Cancels appointments and reschedules the canceled appointments when necessary. Notifies patients of new appointments when requested by the physicians.
- Will check-in the walk-in patients in the RPMS scheduling system and print required forms for that visit. The routing slip will be sent via printer to the file room to the Health Information Clerk, who will route the patient record to the appropriate clinic or staff member.
- Will independently answer routine correspondence related to the making an appointment and is responsible for not over booking the clinics, unless by the order of the physician.
- Will provide authorization for release of information forms to the patients or visitors when needed.
- Answers the telephone with proper telephone etiquette, transferring telephone calls and paging as needed.
- Maintains an efficient appointment system for all clinics with the scheduling menu on the RPMS, except Behavioral Health Clinic.
- Provides any general office support as deemed appropriate as assigned by supervisor.

### **Knowledge, Skills, and Abilities:**

- Must have at least one (1) year recent office experience preferably in a health care setting.
- The individual will be in direct contact with patients, visitors, clinic staff, and other professionals and will need to be pleasant, courteous, tactful attitude and able to withstand repeated interruptions, while maintaining composure and using good judgment.
- Skill in the practical use of electronic systems to provide general clerical office support, proficient at typing and exhibit excellent communication skills, both oral and written.
- Knowledge of interview techniques, policies and procedures to be able to refer inquiries to appropriate personnel.
- Knowledge of the various clinical systems, walk-ins and appointments to avoid unnecessary delay and/or confusion on the part of the patient. Knowledge of the various services by each clinic, etc.
- Knowledge of internal organizational structure and Health Information Services in order to assemble patient information, to initiate new patient records or to reactivate retired charts.
- Ability to answer intelligently, tactfully and accurately those questions raised by the patient in regard to verification of their or their child's birth certificate and Social Security card.
- Knowledge of whether documented proof offered meets the Sac and Fox Nation Health Services eligibility requirements.
- Working knowledge of eligibility requirements for such programs as: Medicare, Medicaid, TANF, WIC, and SSI. Ability to apply a continuing awareness of constant revisions to avoid negative ramifications of allowing a non-eligible individual seeking medical care to enter the system, only to have to deny services after treatment has begun, except in cases of true emergencies.
- Must be courteous and demonstrate good public relation skills.

### **SUPERVISORY CONTROLS:**

- Work is performed under the general supervision of the Case Manager, who provides instructions on new or changed procedures.

- Work is primarily reviewed in terms of the overall efficiency of the services provided to patients, scheduling/canceling appointments, telephone etiquette, accuracy of information obtained and through the post-review of “error listings” and compliance with various guidelines, and overall communication with the public. Statistical reports from the RPMS PRS will capture monthly activities for third party information and patient registration edits.

**COMPLEXITY:**

- The work involves being in direct contact with the public, handling incoming telephone calls, and scheduling/canceling appointments by maintaining his/her composure and using good judgment.
- Incumbent must be able to effectively communicate to the patient what specific information is needed, the reason for requesting such information and be able to ascertain that it is accurate as possible. Consequences of obtaining inaccurate information may delay necessary medical treatment and cause unnecessary frustration and problems.
- The individual must be able to determine who is eligible for services. He/she must know the reasoning behind such decisions and the ramifications of them. Incumbent insures that each patient has only one medical record and that the demographic data is accurate so that when a record is needed, there are no problems, particularly in the event of an emergency.

**PERSONAL CONTACTS:**

Personal contacts are with patients and families, exchanging and providing factual medical information to determine eligibility for services and to serve as liaison to providers and recipients.

**PHYSICAL DEMANDS:**

Work is mostly sedentary and typing, with some walking, standing, and bending while interviewing patients and preparing the appropriate paperwork for treatment of a patient or initiating a chart. Lift up to 10 lbs. Good visual acuity in working with computer monitor screens.

**Education and Experience:**

- Incumbent must be a high school graduate or GED equivalent and have one (1) year of medical office/clerical experience in a health care setting. Excellent oral and written communication skills, good public relation skills, and display professionalism. Prefer prior experience with the IHS RPMS computer system is beneficial but not required. Must successfully pass an OSBI/National background check and drug screen.

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Printed Employee Name

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Employee’s Signature

Date

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Supervisor’s Signature

Date