
Karuk Community Health Clinic
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Karuk Dental Clinic
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Administrative Office
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64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

Vacancy Announcement

Title: Medical Clinic Receptionist/ Medical Assistant

Reports to: Family Nurse Practitioner

Location: Orleans, CA

Salary: \$13.00 - \$15.00 per hour (DOE)

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary: Will work under the supervision of the Clinic Medical Provider for M.A. duties, and shall receive clerical supervision from the Clinic Manager. Must be knowledgeable of policies, procedures, and patient's rights and convey such knowledge to patients and staff as appropriate. Shall maintain a scheduling, appointment and referral system through the RPMS Data System; shall interview incoming patients to obtain or update required patient information and verify insurance information or eligibility for Medical; shall answer and route telephone calls and respond to telephone and patient requests for clinical information; shall maintain medical records according to approved policy and procedure; shall comply with HIPAA policies and procedures in all aspects of the position which includes coping records per patient request. Shall train with Clinic Nurse and Medical Provider and become a certified Medical Assistant within 1 (one) year.

Application Deadline: Open Until Filled

Applications are available at all Tribal Offices or on the Internet at www.karuk.us. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected, applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us or by contacting the Human Resource Director, Telephone (530) 493-1600 ext. 2041, Fax: (855) 437-7888, Email: vsimmons@karuk.us

Position Description

Title: Medical Clinic Receptionist/ Medical Assistant (Trainee)

Reports To: Family Nurse Practitioner

Locations: Orleans

Salary: \$13.00 - \$15.00 per hour (DOE)

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary: Will work under the supervision of the Clinic Medical Provider for M.A. duties, and shall receive clerical supervision from the Clinic Manager. Must be knowledgeable of policies, procedures, and patient's rights and convey such knowledge to patients and staff as appropriate. Shall maintain a scheduling, appointment and referral system through the RPMS Data System; shall interview incoming patients to obtain or update required patient information and verify insurance information or eligibility for Medical; shall answer and route telephone calls and respond to telephone and patient requests for clinical information; shall maintain medical records according to approved policy and procedure; shall comply with HIPAA policies and procedures in all aspects of the position which includes copying records per patient request. Shall train with Clinic Nurse and Medical Provider and become a certified Medical Assistant within 1 (one) year.

Responsibilities:

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS, the patient registration and appointment scheduling modules.
2. Shall consistently provide daily appointment schedules to each clinical staff member.
3. Shall efficiently collect billing information, e.g., MediCal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and shall correctly collect and record payments, including the use of credit card verification and processing machines.
4. Shall be consistent in the registering of patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.
5. Shall appropriately provide patients with the required intake forms, and assist them as needed
6. Shall effectively advocate acceptable patient conduct in the lobby and shall keep lobby and restroom neat.
7. Shall efficiently answer the telephone and route call(s), record and take messages as appropriate.
8. Shall efficiently contact patients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.
9. Shall appropriately assist patient in getting medications refilled as appropriate.

10. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.
11. Shall provide office support as time allows ex; typing, filing etc.
12. Shall be available to fill in for Clinic Receptionist for full days as needed due to staffing shortages.
13. Shall be cross trained in medical records and RPMS Data Entry.
14. Shall be cross trained in medical assisting to provide back office support for partial and full days as needed due to staffing shortages.
15. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
16. Is capably available for additional hours as needed to provide on call clinic support.
17. Is capably available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings and functions as requested.
18. Is polite and maintains a priority system in accepting other position related job duties as assigned.

Qualifications:

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Display the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.

Requirements:

1. Must have High School Diploma or equivalent.
2. Must have good computer knowledge and the ability to type 40 WPM, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess valid driver's license, good driving records, and be insurable by the Tribe's insurance carrier.
5. Must adhere to the confidentiality and HIPAA policies.
6. Must become certified and remain current in infant, child, and adult CPR and First Aid.

7. Must provide documentation of immunity to measles, rubella and/or become immunized with the recommended vaccines, including Hepatitis B. Must test annually for TB.

8. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal history check.

Tribal Preference Policy: In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Veteran's Preference: It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Council Approved: April 14, 2005, Revised 12/2011, Revised: 04/14/2016

Chairman's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____

**** Employee must sign position description annually, during their evaluation.**