
Karuk Community Health Clinic
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Phone: (530) 493-5257
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Administrative Office
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Karuk Dental Clinic
64236 Second Avenue
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Phone: (530) 493-2201
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Vacancy Announcement

(Internal Posting)

Title: Medical Clinic Receptionist

Reports To: Clinic Manager

Locations: Yreka, CA

Salary: \$16.50 to \$28.00 per hour, Depends on Experience

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

Summary: Shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

Application Deadline: March 1, 2023 by 5:00 pm

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 Resources Department, Telephone (530) 493-1600 ext. 2043, Fax: (855) 437-7888, Email: Humanresources@karuk.us

Position Description

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Responsibilities:

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS, as well as 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., Medi-Cal, 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 new 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 cross trained in medical records and RPMS Data Entry.
13. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
14. 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.
15. 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.
5. Experience working in a medical office, specifically as a front office staff and knowledge of processing insurance verifications is highly desired.

Requirements:

1. Must have High School Diploma or equivalent.
2. Must have good computer knowledge, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression with patients and visitors to the clinic and practice excellent customer service
4. Must possess valid driver's license, good driving record, 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 BLS CPR and First Aid.
7. Must provide documentation of immunity to measles, and rubella, or become vaccinated with the recommended vaccines and hepatitis B vaccine Must test for TB at time of hire and per CDC guidelines as required. Must have an annual health exam and a flu immunization and COVID-19 vaccination or exemption as required.
8. Must successfully pass a Pre-employment drug screen test and be willing to submit to a criminal background 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: 4/14/05 **Revised:** 7/7/07, June 13, 2019, October 29, 2020, November 17, 2020, May 27, 2021, February 20, 2023

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

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

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