



Ho-Chunk Nation

Job Description



TITLE: Patient Services Coordinator		JOB CODE: PTSC
GOVERNMENT – EMPLOYEE		EEO: 6
NON-EXEMPT		PAY GRADE: 8
NO FLEX	FUNDING SOURCE: IHS/NPD	NATIVE AMERICAN PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

"This position requires compliance with the Indian Child Protection and Family Violence Prevention Act, 25 U.S.C. Part 3207(c) and shall be subject to a background investigation as a condition of employment."

POSITION OVERVIEW

Enters complete and confidential patient information into the electronic medical record database, while interviewing patients and making appointments. Refers patients to the appropriate service areas and helps to route individual health concerns and complaints.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Provides clinic support by gathering patient files, registering patients for their clinic visit by obtaining personal, medical and financial information, and providing nursing staff with paperwork and records daily.
2. Maintains health care providers' schedules in the patient scheduling system by setting up clinics, responding to providers' absences, and closing schedules as required for administrative meetings daily.
3. Maintains medical charts using a computerized system to retrieve files, locate missing records, and file new and updated information if needed.
4. Integrates community health information into the medical record by filing paperwork for the community health nurses, community health representatives, and dieticians as needed.
5. Interviews patients to obtain pertinent patient registration information, i.e., demographic and insurance information to enable the billing for health care services. Present patients with the Notice of Privacy Practices and document in the Next Gen System on a daily basis.
6. Participates in quality assurance activities as appropriate as well as perform functions as a Patient Registration daily.
7. Must at all times, perform all duties with strict compliance with State and the Health Insurance Portability and Accountability Act (HIPAA) of 1996 to ensure patient confidentiality.
8. Other duties as assigned by supervisor.

JOB RESPONSIBILITY

Job Reports to	Medical Record Patient Registration Supervisor
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with internal and external customers



Freedom to Act

Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or GED.

ESSENTIALS:

1. Valid driver's license, dependable transportation, and proper insurance.
2. Must live and promote a healthy lifestyle.

EXPERIENCE:

1. Six (6) months experience required in a similar service-orientated industry. One (1) year related work experience preferred.
2. Basic computer knowledge and skills are required.
3. Must ensure that all duties are performed in strict compliance with the Privacy Act/HIPAA in maintaining confidentiality.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Knowledge of medical terminology and coding classification of medical diagnoses and procedures is preferred. Knowledge of anatomy and physiology is an asset.
2. Ability to prioritize the workload requirements of the day while maintaining the long-term business office needs of the clinic.
3. Ability to communicate effectively.
4. Ability to follow directions and absorb quantities of material necessary to the efficient performance of assigned duties.
5. Good organizational skills and the ability to meet deadlines under pressing workloads.
6. Ability to establish and maintain positive public relations skills while managing a high influx of clinic visits and telephone calls.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The Health Finance Director ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work

WORKING CONDITIONS

1. Ability to sit at a computer workstation for long periods of time (greater than 80% of the time) with intermittent standing and walking throughout an eight (8) hour shift.
2. Possess the necessary hand dexterity for typing and writing for long periods of time.
3. Ability to view computer screens for long periods of time.
4. Maintain a clean and healthy work environment.
5. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and other electrical office equipment.
6. Any physical demands of the position should be listed on the Physical Demands Worksheet referenced.
7. Travel may be required for job related trainings