



<b>Employee Job Description</b>		
<b>Position Title: Patient Registration/Front Desk-Round Lake &amp; Sand Lake</b>		
<b>Position ID #</b>		
<b>Facility:</b> St. Croix Tribal Health Clinic, St. Croix Tribal Round Lake Clinic		
<b>Job Family:</b> Health and Human Services	<b>Comp Grade:</b> C -	<b>Status:</b> FT

**St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.**

**Position Summary:**

This position is responsible managing the Patient Registration for the Round Lake Clinic; greeting, registering and scheduling patients as well as verifying all patient information and insurance details. Additionally, patient registration/front desk answers calls, and pages medical employees as needed.

**Essential Functions:**

- Answer phone calls, take and triage phone messages, forward calls based on urgency and in a timely manner
- Greets all patients and visitors as they enter the clinic
- Check-in each patient upon arrival
- Responsible for gathering, updating and maintaining patient demographic information

**(Job Title) Job Duties:**

- Prepare/update patient records using proper forms
- Obtain face sheet and Health Summary for each patient appointment daily
- Obtains eligibility information from patients seeking health care, who have not previously been treated at the facility by acquiring the certification of Indian blood or other documentary proof of tribal affiliation, according to the Indian Health Service guidelines and social security information

- Responsible for scanning insurance cards, picture ID or other identification cards and prior medical records information into the patient's medical record
- Responsible for taking patient payments, procedure pre-payments and past due balances and provide a receipt to the patient
- Responsible for patient appointment scheduling and rescheduling patient appointments when needed
- Communicate with patients in a timely manner when schedule changes are made
- Provide direction for patient/clients to the appropriate department health program and staff
- Responsible for handling confidential information and patient medical records
- Keep all insurance and eligibility information current for billing purposes
- Receive, sort and distribute mail and packages
- Prepare clinic vouchers for payment
- Obtain and file appropriate consent forms
- Perform clerical functions such as typing, filing, copying, and faxing
- Maintain an orderly workstation and contribute to an organized clinic atmosphere
- Mail out patient information and educational materials as needed
- Follow OSHA and HIPAA guidelines
- Any other duties assigned by supervisor

**Note:** The essential functions are intended to describe the general contents of and requirements of this position and are not intended to an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

**Type of Supervisory Responsibilities:** N/A

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**Directly Reporting to:** Patient Registration Supervisor

**Matrix of INDIRECT Reporting:** St. Croix Tribal Council

**Scope and Complexity:**

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices.

**Physical Demands/Environment Factors:**

- Requires extensive sitting with periodic standing and walking.
- May be required to lift up to 50 pounds.
- Requires significant use of computer, phone and general office equipment.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone.
- May require off-site travel.

**Minimum Qualifications**

- High School Diploma or GED
- Must possess the ability to work effectively and courteously with other departments for timely job completion
- Familiarity with office policies and procedures
- Have an understanding of health insurance policies
- Possess good communication skills
- Knowledge or training with key boarding and word processing
- Ability to learn claims filing procedures
- Maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA

**Preferred Qualifications:**

- Previous Patient Registration/Front Desk experience
- Knowledge of Nextgen Patient Registration System

*Native American Preference Given in Accordance with P.L. 93-638 and Amendments*

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EEPID	Employee Printed Name	Employee Signature	Date
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Supervisor Printed Name	Supervisor Signature	Date
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\*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.