



Employee Job Description	
Position Title: Patient Access Representative/Patient Registration	
Position ID #	
Facility: St. Croix Tribal Health Clinic and Round Lake Clinic	
Job Family: Health and Human Services Comp Grade: GS-4 Status: FT	
Posting Date: 9/11/26	Closing Date: 9/25/26 or until filled

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:

The Patient Access Representative is responsible for greeting, registering and scheduling patients as well as verifying all patient information and insurance details. Patient Registration also collects co-pays, answer calls, triages non-clinical needs, and pages medical employees as needed. This position will require travel to the Round Lake Clinic for staffing coverage with set schedule varying between 7:30 AM – 4:30 PM depending on staffing needs.

Essential Functions:

- Answer phone calls, take and triage phone messages, forward calls based on urgency and in a timely manner
- Greet all patients and visitors as they enter the clinic
- Check-in each patient upon arrival
- Responsible for gathering, updating and maintaining patient demographic information
- Work with clinical teams regarding schedule changes and needs
- Demonstrate reliable attendance and punctuality to ensure uninterrupted patient access services.

Job Duties:

- Prepare and update patient records using proper forms related to consents, privacy practices, and releases of information.

- Obtain and verify demographics and health summary for each patient appointment daily
- Obtain 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
- Scan insurance cards, photo ID or other identification cards and prior medical records information into the patient's medical record
- Collect patient payments, procedure pre-payments and past due balances and provide receipt to the patient
- Schedule all patient appointments and reschedule appointments as needed based on closures or provider-driven changes
- Communicate with patients in a timely manner when schedule changes are made
- Provide direction and guidance to community members who may present to Registration with a variety of needs both inside and outside the immediate health clinic
- Responsible for handling confidential information and patient medical records
- Regularly verify current insurance eligibility and work with billing staff regarding patient coverage
- Receive, sort and distribute mail and packages
- Prepare clinic vouchers for payment
- 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
- Maintain a clean and organized workspace and support overall clinic cleanliness by assisting with routine and additional cleaning tasks
- Follow OSHA and HIPAA guidelines
- Travel between clinic locations and provide coverage based on operational and staffing needs
- 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 Access Manager → Health Division Head

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 personal 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
- Valid Driver's license and ability to meet the Tribe's driver insurability requirements
- Reliable transportation to travel to Hertel and Round Lake Clinics for staffing coverage
- 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 computers 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 Systems

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

The offer is conditional based on confirmation that the candidate meets all specific criteria required (background check, driver's insurability verification, references, identity verification, and other applicable requirements).