

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Medical Clerk

EXEMPT: No	JOB CODE: 4-TS T5
TARGET SALARY: \$13.97 to \$16.43/DOQ	SHIFT: M-F 8 – 5 p.m.
PROGRAM: Clinic	LOCATION: 250 Fort St.
REPORTS TO: Sr. Clinic Nurse	

SUMMARY: This position services as medical clerk in the Ambulatory Care Services Area of the clinic and performs receptionist, record keeping and other clerical duties associated with patient care and treatment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Responsible for the filing of all correspondence, consultations, lab and radiology reports in a timely manner. Responsible for answering the main telephone line promptly and routing calls to other staff members.

Responsible for operating computer system for the purpose of making appointments, printing necessary patient data, monitoring appointment systems and word processing; receives patients, telephone calls, and written correspondence asking for appointments to the clinic; makes appointments and informs appropriate personnel, makes appointment reminder calls to patients.

Assembles and processes health records and appropriate forms; arranges for escort and interpreter services, and follows up on return appointments as directed by the primary care Providers, consistently monitors scheduled appointments; obtains medical records and ascertains that consolation forms are attached; review all Electronic Health Records on a daily basis and filing of the medical chart.

Directs patients to respective clinics or other services; obtains patients medical records and laboratory reports from appropriate hospital unit prior to patient appointments and assembles it in required order; adheres to the clinic policy regarding the release of patient information and handling of telephone calls.

Responds to inquiries from patients, their authorized representative, and other third parties, such as law firms, and insurance companies, government agencies and researchers.

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Revised 12/12/02
Revised 06/09/03
Revised 07/22/16
Revised 05 14 19
Revised 10/08/21

Verifies that medical records contain proper documentation in accordance with regulations.

Performs Medical Clerk duties on a daily basis including, scheduling, chart requests, medical documentation review, release of information duties and faxing documents as needed.

Meets regularly with departmental staff on patients health issues, and responds to patients in a timely manner.

Assists with the analysis of patient flow and recommends changes to improve operations in a cooperative manner with the appropriate staff.

Troubleshoot EHR and RPMS software programs to ensure the integrity of the Electronic Health Record.

Perform quality assurance review of medical documentation and forwards records to the appropriate provider for correction.

Reviews the medical documentation to ensure that it supports the level of evaluation and management code is appropriate.

Manages specialty clinic scheduling and provides medical documentation review for the specialty clinics.

Manages the Women's Health and Immunization RPMS programs and ensures proper documentation of patient information according to medical reports.

Ascertain if patients have obtained clinical services elsewhere during the check in process and obtains release of information to call for medical records from other provider offices.

EDUCATION AND/OR EXPERIENCE:

High School Diploma or general education degree (GED).

Experience with medical records, billing, and medical terminology in order to communicate with outside agencies, insurance companies regarding patient claims.

Experience with current data entry, and scheduling computer software.

Experience with current ICD-10-CM and AMA CPT-4 coding systems.

Experience in dealing with the public.

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Experience in handling emergency situations and participating in clinic or community disasters.
Experience with Resource Patient Management System (RPMS) is preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general medical periodicals, professional journals, technical procedures or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, and community members in a courteous, professional manner, using tact and diplomacy.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

This position is classified as a sensitive Tribal position. Therefore, applicant must authorize a background investigation in order to be considered for an interview.

OTHER SKILLS AND ABILITIES:

Knowledge of eligibility resources and their processing applications.

Knowledge of ICD-10-CM coding procedures, abbreviations and terms used in the ICD-10-CM coding volumes and AMA CPT-4 coding system in order to acquire, interpret and resolve problems based on information derived from system monitoring reports to be carried over to the required billing forms.

Knowledge of HIPAA (Health Insurance Portability and Accountability Act) and the use of confidential information and health records as an integral part of the interviewing office function and the privacy of individuals which must be protected to the fullest extent possible.

Knowledge of medical terminology and usage.

Knowledge of laws and regulations on the confidentiality of medical records and the procedures for informed consent for release of information from the record.

Ability to establish and maintain effective working relationships with employees, supervisors, officials, and the public.

Must have a working competence in computer applications and ability to use major computer software, especially word-processing, spreadsheets and database.

Ability to maintain confidentiality of records and information pertinent to the nature of work.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

SPECIAL REQUIREMENTS

Immunization Requirements: Must be fully immunized against COVID-19 and provide documented proof of vaccination prior to employment.

PHYSICAL DEMANDS.

The work is mainly sedentary but occasionally will require lifting up to 50 pounds. While performing the duties of this job, the employee is regularly required to stand; walk, sit; use hands and finger, to handle, or feel; and to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs.

WORK ENVIRONMENT

The work is performed in ambulatory health care setting. There is common exposure to contagious and infectious diseases. May include a certain amount of exposure to hostile and emotionally disturbed patients, family, and visitors. The noise level in the work environment is usually moderate.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

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Revised 07/22/16
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Makah Tribal Council
Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

OPEN: May 11, 2022
CLOSE: **May 18, 2022 @ NOON**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.