
Karuk Community Health Clinic
64236 Second Avenue
Post Office Box 316
Happy Camp, CA 96039
Phone: (530) 493-5257
Fax: (530) 493-5270



Karuk Dental Clinic
64236 Second Avenue
Post Office Box 1016
Happy Camp, CA 96039
Phone: (530) 493-2201
Fax: (530) 493-5364

Administrative Office
Phone: (530) 493-1600 • Fax: (530) 493-5322
64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

Vacancy Announcement

Title: Medical Clinic Receptionist

Reports To: RN/Business Office Manager

Location: Yreka Clinic

Salary: \$10.00 - \$14.00 per hour

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 appointments 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: January 21, 2016 at 5PM

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 at: Telephone (530) 493-1600 ext. 2016, Fax: (530) 493-5322, Email: dlbernal@karuk.us

Position Description

Title: Medical Clinic Receptionist

Reports To: RN/Business Office Manager

Location: Yreka Clinic

Salary: \$10.00-\$14.00 per hour

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 appointments 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.

Classification: Full Time, Regular, Non Exempt

Responsibilities:

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS 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., MediCal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and correctly collect and record payments, including the use of credit card verification and processing machines.
4. Shall be consistent in the registering of 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) to appropriate person(s).
8. Shall update voice mail messages or announcements on medical front office phone, as needed or instructed.

9. Shall efficiently contact patients to confirm appointments, to notify them of unavoidable delays or cancellations, to send out appointment reminders, and to fill schedule vacancies for appointments that are cancelled by patients.
10. Shall appropriately assist patient in getting medications refilled as appropriate.
11. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.
12. Shall provide office support as time allows ex; typing, filing etc.
13. Shall be cross trained in medical assisting, as needed.
14. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
15. 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.
16. 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.

Requirements:

1. Must have high school diploma or equivalent.
2. Must have good computer knowledge and the ability to type 45 WPM, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess valid driver's license, good driving records, 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 CPR and First Aid.
7. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal history check.

8. Must provide documentation of immunity to measles, rubella and/or become immunized with the recommended vaccines, including Hepatitis B. Must test annually for TB.

Tribal Preference Policy: In accordance with the TERO Ordinance, 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

Chairman's Signature: _____

Employee's Signature: _____