



Elbowoods Memorial Health Center

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

EXEMPT
NON-EXEMPT

POSITION DESCRIPTION

POSITION: Patient Registration Clerk/Scheduler
REPORTS TO: Patient Services Manager
DEPARTMENT: Patient Services Department
SALARY: \$20.00 - \$30.00 DOE/DOQ
CLASSIFICATION: Non-Management/Management Regular, Full-time
TELEWORK ELIGIBLE: Yes, only required during inclement weather
DUTIE STATION: Elbowoods Memorial Health Center
New Town, ND

POSITION SUMMARY:

The Scheduler will report directly to the Patient Services Manager. The Scheduler schedules patient appointments for Radiology, Outpatient, Dental, Optometry, Behavioral Health and Specialty clinics. Manual dexterity is required to concentrate on details while multi-tasking other duties. The Scheduler will schedule patients based on the specific protocols provided by the different departments. They must remain alert for "special cases" and receive the necessary guidance when needed in addressing these special cases.

ESSENTIAL DUTIES:

- Will be responsible for answering all incoming patient calls and schedule appointment requests for patients according to the relevant department availability;
- Will be responsible for answering all incoming medical staff calls/messages and schedule appointment requests for patients as needed;
- Upon medical staff request, create schedules or block schedules as required;
- During patient calls, the Scheduler will ensure that all patients are informed of what time their appointment is and what documents they need to bring to their appointment so that when they will arrive, they will be prepared to register for their appointment at the EMHC Registration Desk;
- Through out the day, will be required to enter the necessary information into TalkSoft and Lighthouse communication programs so that patients will receive reminders for their appointments either through text/phone/email.

Date Approved:

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- At the end of each day, will ensure information is accurate on the various schedules for viewing and printing of the daily appointments that are scheduled for the next day.
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff, and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Actively strives to educate the community on the mission, vision, and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides by the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision, and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- The requirement for managing others does not exist.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Graduation from High School or equivalent. **REQUIRED;**
- 2 years of previous experience in appointment scheduling in a healthcare environment (e.g., physician's office, clinic, or hospital). **REQUIRED;**
- Experience working with insurance authorization departments would be **an asset;**
- Must be highly skilled in verbal communication, problem-solving, prioritization, and organization;
- Cognitive knowledge, skills, abilities as related to the position;
- They must be thorough and able to follow detailed instructions;
- Must be able to meet tight time frames and have excellent customer service skills;
- Typing speed of 45 WPM, and basic experience with mainframe computers, calculators, copiers, FAX machines, and multi-line phone systems;
- Ability to work in a fast paced environment with accuracy while completing multiple tasks;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;

- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.
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WORKING CONDITIONS:

- Work is performed in an office/clinic environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

PHYSICAL DEMANDS:

- This position requires periods of extensive sitting and phone work. It also requires other repetitive motions (e.g., bending, stooping, twisting, walking, standing, reaching overhead, pushing, or pulling).
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job:
 - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
 - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
 - The employee must regularly lift and/or move up to 50 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
 - Must be alert, oriented, ability to perform with accuracy, and be self-conscious of surroundings at all times.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job 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 job 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.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE BASED ON RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

Submit all necessary information to the following addresses:

Three Affiliated Tribes/MHA Nation
Human Resource Department
404 Frontage Road
New Town, ND 58763
Ph# 701-627-4781
Fax# 701-627-2960