Three Affiliated Tribes
Elbowoods Memorial Health Center
1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809

Job Description

PATIENT REGISTRATION CLERK/SCHEDULER

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Lead Patient Registration Clerk	**FLSA STATUS: FT-Regular**
DEPARTMENT: EMHC Patient Services	**LOCATION: 1251 Elbowoods Loop**
SALARY: $22.00 – $32.00 DOE/DOQ	**OPENING DATE:**
CLASSIFICATION: Non-Exempt	**CLOSING DATE:**

POSITION SUMMARY:
The Patient Registration Clerk/Scheduler reports directly to the Lead Patient Registration Clerk with overall accountability to the EMHC Patient Services Manager. The Central Scheduler is responsible for accurately scheduling patient appointments across multiple providers, clinics, and service lines to support efficient patient flow and continuity of care. This position manages provider calendars, coordinates appointment logistics, verifies eligibility, and ensures all scheduling activities align with organizational policies, clinical availability, and regulatory standards. The Central Scheduler communicates clearly with patients and clinical teams, maintains accurate documentation, and contributes to a positive patient experience. Strong attention to detail, professionalism, and the ability to manage high volume scheduling tasks are essential. Telework may be required during inclement weather.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
1. Patient Registration Clerks may, from time to time, be required to travel to/from other clinics to provide patient registration desk coverage to ensure patient care is provided. If available, a GSA vehicle can be utilized for travel; however, at times, you may have to use your personal vehicle;
2. Meet the daily expectation of having the front desk fully opened and prepared by 8:00 AM to ensure patients are greeted promptly, and front end operations begin without delay;
3. Maintain adequate quantities of forms, documents, and front office materials to support continuous and efficient workflow;
4. Ensure patients are provided with clear, accurate, and comprehensive instructions that support timely arrival, appropriate appointment preparation, and adherence to established billing and documentation requirements;
5. Screen, prioritize, and respond to phone calls from any workstation or available phone, maintaining professionalism and adherence to privacy and clinic standards;
6. Maintain and update assigned provider scheduling templates, including provider time off, scheduling blocks, and clinic modifications as directed by leadership;
7. Monitor and act on scheduling reports (e.g., Appointment Requiring Action, Cancellations, waitlist/recall lists) on a daily, weekly, and monthly basis to ensure timely follow-up and resolution;

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8. Send appointment reminders through authorized communication channels, including text, phone, email, or mail;
9. Utilize approved communication methods to send broadcast messages and contact patients regarding clinic closure, delays, or schedule changes in accordance with organizational protocols;
10. Utilize system waitlist and approved scheduling tools to fill open appointment slots, reduce delays in care, and improve patient access and service availability;
11. Ensure the accuracy, completeness, and integrity of all patient registration data, ensuring strict adherence to documentation standards and data quality expectations;
12. Ensure eligibility verification for all individuals seeking services and maintain comprehensive knowledge of all policies, procedures, and SOPs related to Patient Services;
13. Scans various health information documents and assures that the scanned documents are associated with the correct patient and notes in the Electronic Health Record System. Confirms record integrity and reviews the image quality;
14. Ensures timely routing, tracking and accurate distribution of incoming and outgoing mail across clinic locations. While demonstrating working knowledge of departmental mail workflows and procedures;
15. Apply and interpret relevant healthcare laws, regulations, directives, and policies to support accurate eligibility decisions and maintain regulatory compliance across all patient access activities;
16. Develop and maintain effective working relationships with clinical teams to promote coordinated patient care;
17. Use strong independent judgment to prioritize duties and manage time effectively in a high volume environment;
18. Represents EMHC in a highly professional matter;
19. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
20. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
21. 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;
22. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
23. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
24. Attend training and maintain certifications as required; and
25. Other duties as assigned.

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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:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical –** The individual synthesizes complex or diverse information;
- **Problem solving –** The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication –** The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Quality management –** The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment –** The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing –** The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security –** The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments;
- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to relate well to patients, families, co-workers, and physicians.
- Ability to maintain sensitivity and objectivity to chronic medical and social problems
- Ability to work in a fast-paced environment with accuracy while completing multiple tasks;
- Ability to type at 45 WPM and basic experience with mainframe computers, calculators, copiers, FAX machines, and multi-line phone systems;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

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- High school diploma/or GED; **REQUIRED**
- Two (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; **PREFERRED**
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. i.e. RPMS/EHR;
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 1:00 p.m. to 5:00 p.m. CST;
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job:
    - Work is performed in a clinic and office 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;
- Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions:
    - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
    - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
    - The individual must regularly lift and/or move up to 50 pounds;

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- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
- Must be alert, oriented, ability to perform with accuracy and always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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 ON THE BASIS OF 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 individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____