

POSITION DESCRIPTION

Title: Medical Assistant – Patient Referral Clerk

Reports To: Registered Nurse (RN)

Location: Happy Camp Clinic

Salary: \$9.00 to \$10.00 per hour, depending on experience

Classification: Full Time, Regular, Non-Entry Level

Summary: Shall coordinate all patient referrals at the request of the Providers. Will schedule all appointments necessary, coordinating with the patient and the outside Providers. Will notify patient of said appointment and give any instructions if needed. Will enter all referrals into the RPMS system, will track and record reports as they are received.

Shall work with the CQI department to comply with JCAHO standards. Shall work with the CHS department and RPMS management.

Responsibilities:

1. Shall efficiently coordinate all patient referrals at the request of the providers.
2. Shall appropriately schedule all appointments, coordinating with the patients and the outside provider.
3. Shall efficiently notify the patient of said appointment and give any instructions if needed.
4. Shall proficiently enter all referrals into the RPMS system.
5. Shall proficiently track and record reports in the RPMS system as they are received.
6. Shall assist with laboratory responsibilities such as:
 - a. Competently ensure completion lab forms.
 - b. Competently spin down vials of blood, pour serum if required.
 - c. Accurately record the date, patient's name, and lab tests ordered on the appropriate forms and in the appropriate books.
 - d. Appropriately run patient in-house laboratory tests, after training.
 - e. Completely run controls on all equipment; coagucheck machine, I-stat, QBC machine, spirometer, and blood glucose machines. Shall keep records of all results for CLIA compliance.
 - f. Proficiently record temperatures of the refrigerator, freezer, and the room temperature daily.

- g. Competently keep laboratory neat and clean in accordance with Safety and Infection control policies and procedures.
- 7. Shall proficiently maintain X-ray equipment as necessary including checking temperature of developer, cleaning, replenishing fluids, and changing of developer/fixer as needed.
- 8. Shall be capably available for local and out of the area travel as required for job related training. Shall attend all required meetings and functions as requested.
- 9. Shall proficiently coordinate use of telemedicine equipment for the use of consultants including;
 - a. Competently trouble shooting equipment
 - b. Cooperatively work with technicians when repairs are indicated
 - c. Consistently comply with record keeping regarding use of equipment
 - d. Competently assist staff and patients in accessing equipment for educational purposes.
- 10. Shall cooperatively work with outside agencies to help patients apply for alternate resources when appropriate. Shall successfully enter appropriate information into websites when assisting patients in applications.
- 11. Is courteous in accepting other job duties as assigned.

Qualifications:

- 1. Demonstrates 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. Displays ability to establish and maintain harmonious working relationships with other employees and the public.
- 4. Demonstrates ability to understand and follow oral and written instructions.

Requirements:

- 1. Must have a High School Diploma or equivalent.
- 2. Must have basic computer skills including word processing and a basic knowledge of office procedures and business machines. Knowledge of medical terminology and pharmaceuticals preferred. Knowledge and experience with the Resource Patient Management System (RPMS) preferred.
- 3. Must have strong oral and written communication skills.
- 4. Must have the ability to address sensitive issues in a confidential manner.
- 5. Must adhere to the confidentiality policy.
- 6. Must possess a valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.

7. Must provide documentation of immunity to measles and rubella or become immunized with the recommended vaccine and Hepatitis B vaccine.
8. Must test annually for TB.
9. Must successfully pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

Tribal Preference Policy: In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Council Approved: January 23, 2003/Revised July 2004/Revised March 24, 2005/Revised August 11, 2005

Chairman's Signature: _____

Employee's Signature: _____