



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

OPEN: 03-15-2019

CLOSE: 03-29-2019

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: MEDICAL OFFICE CLERK

RESPONSIBLE TO: Health Systems Director

SALARY: GS-4 \$24,851 - \$32,025 Full Benefits
GS-5 \$28,399 - \$35,842 Full Benefits
GS-6 Only for Employees with 10+ years of Service

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, OR

POSITION OBJECTIVES

This is a program support staff position. The primary purpose is to provide a variety of front office activities in support of the Klamath Tribes Medical Clinic. The Medical Clinic Office Clerk will have limited access to the Medical Records Room.

MAJOR DUTIES AND RESPONSIBILITIES

1. Perform receptionist duties for the Klamath Tribes Medical Clinic. This includes receiving and greeting visitors and patients; receiving and relaying incoming and inter-office telephone calls; answering routine and procedural inquiries personally and referring other matters to the supervisor and/or appropriate staff members. Must at all times demonstrate above average customer service.
2. Schedule Medical Clinic patient visits in person or on the phone. Efficiently manage available appointment time slots using the Next Gen EPM system.
3. Ensure that all Community Health Nurse visits and Home visits are correctly entered into the EPM system in a timely manner.
4. Check patients out using the Next Gen EPM System. Ensure follow-up appointments are scheduled for patients as needed when checking out or arrangements have been made to schedule at a later date.

5. Contact Klamath Tribal Health Transportation or Tribal Administration Transportation to set up rides for those patients requiring transport to appointments; this must be completed before the patient leaves the Medical Clinic.
6. Ensure the charts/folders have the correct patient data form, health history forms, health summaries and any other forms necessary for the patient appointment.
7. Make phone calls to patients to schedule/reschedule appointments as requested by clinical staff and/or supervisor.
8. Make phone calls to patients to remind them of their scheduled appointments at least one day in advance of the appointment. Generate computer letters or mail reminder cards, as needed.
9. Ensure that any calls tasked to another staff member are documented in EHR.
10. Ensure all patients are offered Patient Portal and assist with instructions for patient to sign up. Account for all patients seen each day by logging their Patient Portal status in the Patient Portal log sheet for reporting purposes.
11. Assist patients with the completion of record release forms and/or other forms as needed.
12. Cross train in all clinic administrative functions to provide back-up service as needed.
13. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

The immediate supervisor is the Health Systems Director. Work is normally assigned in terms of objectives to be achieved with standard procedures to be used. The employee carries out detailed instructions given on assignments. Work is reviewed by the supervisor from draft through final. Employee seeks guidance on unusual or difficult matters.

After initial training, recurring assignments are completed independently. Completed work is spot checked for accuracy, adequacy and timeliness, and compliance with policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Must have excellent typing skills. Emphasis will be on accuracy and attention to detail. Skill and ability to operate a computer in order to accomplish assignments in a proficient

manner. Ability to use and operate Windows and medical office programs; Next Gen EPM.

Ability to communicate orally and in writing. This person should be able to express her/himself in a clear and concise manner for the purpose of, providing reports, and obtaining information or conveying messages between clients and other staff members.

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.

Possess good public and interpersonal relationship skills. This person should be able to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities of the office. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary.

Ability and the knowledge of the importance of maintaining **strict confidentiality of all records and information pertinent to the nature of the work.**

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to have experience with multiple computer systems, data entry programs and Microsoft Word.
- **REQUIRED** to keyboard a minimum of 30 wpm with accuracy. Certification of typing/keyboarding ability is required. *(Must submit a certified 3-5 minute test with application; test may not more than 6 months old.)*

- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

Preferred Qualifications:

- Basic knowledge of Medical Terminology is preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position 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.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603**

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 a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.