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Ilanka Community Health Center Medical Office Receptionist/Outreach Advocate

The Ilanka Community Health Center Medical Office Receptionist provides Customer Service in all aspects of front desk clinical care. ICHC Medical Office Receptionist must have a professional manner and good organizational skills. Ilanka Community Health Center promotes a team based approach to care.

This position performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments. This position handles all aspects of non-clinical patient contact. Duties listed below are representative of most tasks. Position is expected to work with minimal supervision.

Team: Health and Wellness Team
Reports to: Office Systems Coordinator
FLSA Status: Non-Exempt from Overtime

Salary Range: \$16.50-\$19.00
Schedule: Full time, Regular
Last Revised: February 2019

Patient Services Technician Responsibilities/Duties

- Open/Close clinic in accordance with clinic schedule.
- Acts as primary point of contact for incoming phone calls.
- Promptly and politely check in and check out patients for their appointments.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information in the electronic medical record.
- Facilitates patient flow by being aware of delays, communicating with patients and clinical staff.
- Maintain clinic schedules including patient/client visits. Staff meetings, administration times.
- Complete daily deposits per schedule.
- Collect co-pay/payment at time of service and process payments.
- Assist patients in verifying co-payments with their insurance companies.
- Promotes and offers sliding fee scale paperwork to all new patients.
- Distribute correspondence to appropriate charts and persons.
- Use Electronic Medical Records for day-to-day record keeping, which includes accurate entry/scanning of information into patient charts as well as ensuring information is only released to authorized entities.
- Facilitates prescription refill requests.
- Backup for processing Medicaid and ANMC travel requests.
- Participates in community-wide health care activities such as community forums, health fairs and NVE hosted events which may be outside regular hours.



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- Participates in quality assurance and quality improvement process.
- Emergency backup for Saturday Clinic.
- Independent projects as assigned.
- Conduct “ in reach” activities with currently uninsured health patients and “ outreach” to non -health center persons in the health center’s service area as needed.
- Help individuals understand and access affordable insurance options.
- Provide referrals to any applicable office of health insurance consumer assistance.
- Supports the mission, vision and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures.
- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Supports and facilitates positive interaction with others as evidenced by: professional maturity, respect for others, a team-centered approach, maintenance of confidential information and an appreciation of a variety of viewpoints and diversity in the workplace.
- Other duties as assigned.

Competencies (Knowledge, Skills and Abilities)

- Excellent verbal and written communication skills.
- Multi-tasking, Flexibility, Telephone Skills, Customer Service, including timely and effective resolution of patient concerns.
- Time Management, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus.
- Good organizational skills. The Ilnaka Community Health Center Patient Services Technician should be able to multi task while presenting a calm and welcoming manner. Attention to detail is of utmost importance. Must have the ability to learn new software programs, procedures, and work with the ICHC team to provide quality patient care.
- Must be able to make independent decisions in an ever-changing and busy work environment.
- Must be able to work well under pressure and empathize and care for a variety of patients in stressful situations. Must be neat and clean and present a calm and caring manner.

Experience Requirement

Successful applicant should have at least one-year customer service and office experience.

Education Requirement

High School Diploma or GED.

Certifications Required

CPR Pro – required to obtain at next available local training
Certified Application Counselor – required to obtain upon hire.

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Performance Standard

Regularly sit for long periods of time to complete tasks.
Regularly bend, crouch, stand, move about to complete work.
Regularly use fine motor skills at a heightened ability to perform procedures.
Regularly use mental, oral and written methods to complete work.
Typically lifts 15 lbs. to coordinate work. Occasionally assist in lifting patient in excess of 100 lbs.
Regularly manipulate electronic data to gather, input and otherwise coordinate work.
Typically uses office machines such as multi-line phones, faxes, scanners or otherwise communicates, corresponds and completes these tasks associated with office machines.

Environmental Factors

Majority of work will be completed in an office within a medical primary care clinic.

Exposure to Hazards: Housekeeping Products.

Blood/Fluid Exposure Risk

Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature Date

Supervisor Signature Date

Team Leader Signature Date