

Dilkon Medical Center

Job Vacancy Announcement #DDH-23-128

Closing Date: Open until filled



POSITION TITLE: Administrative Assistant–Patient Care Medical Home DEPARTMENT: Nursing

Position Summary:

Under general supervision of the Patient Care Medical Home (PCMH) Manager, the Administrative Assistant - PCMH performs a variety of administrative, and clerical duties and tasks, and provides support to the Clinical Care Coordination Department. Provides assistance to both medical and nursing staff to enhance positive patient outcomes. Works with the PCMH teams in coordinating and managing patient care. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Supports WIHCCs mission, vision and values.
- Receives and screens incoming calls for the care coordination teams, routes calls to the proper destinations, actively handles request for routine information, and refers non-urgent requests to the appropriate staff personnel or department.
- Documents patient encounters in patients electronic health record, refers to appropriate personnel when necessary.
- Types and prepares various correspondences, reports, manuals, tables, meeting minutes for department or division meetings.
- Compiles, organizes and tracks program data which may include statistical information in support of the CCC department and/or organization.
- Maintains files, including database management and filing.
- Reports any unusual or emergent conditions to the care coordination team and/or supervisor.
- Assists patients in navigating the health care system, ensuring patients are directed to the appropriate department/staff.
- Assists with coordination of care between hospitals, specialist facilities, and other healthcare organizations.
- Ability to independently make decisions, devise solutions and take action.
- Educates patients on appropriate processes and procedures as it pertains to care coordination and WIHCC.
- Assists with administrative duties such as scanning, faxing, and copying documents.
- Assists care coordinators with notifying patients on date and time of appointments, including cancellation or rescheduling of appointments.
- Works with multidisciplinary team in coordinating patient care, ensuring patients' needs are met and patients maintain continuity of care.
- Performs positive customer services, maintain professional etiquettes to greet patients/family, visitors, and courteously answer inquiries and requests.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Associates Degree in Business or related field or 60 college credit hours and two years of Secretarial or Administrative Assistant experience required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted

and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge and skill sufficient to readily acquire orientation to the organization, the nursing environment, staff members and operating procedures.
- Knowledge and skill sufficient to provider safety, security, privacy for the patients and to keep patient information confidential.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to use medical software such as RPMS and EHR.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.