

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-21-119

Closing Date: 10/15/2021



POSITION TITLE: Receptionist/Front Desk Clerk

DEPARTMENT: Health Information Management

Position Summary:

Under general supervision of the Health Information Management (HIM) Director, greets and assists patients with their release of information (ROI) requests, responds to ROI requests received via telephone and fax, answering incoming calls, directing calls to appropriate staff, flow of correspondence as well as additional clerical duties. Uphold 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.
- Monitors all incoming and outgoing local and long distance calls; transfers to appropriate parties through regular extension or through paging system or by accurate written telephone messages.
- Welcomes visitors, determines nature of business, and announces visitors to appropriate personnel, maintaining professional and courteous demeanor.
- Answers basic HIM questions for patients and employees.
- Provides clerical support to the HIM team and their needs.
- Safeguards privilege confidential information.
- Retrieves, logs-in, sorts, distributes and tracks in-coming correspondence, facsimile, for appropriate staff, including mail from local vendors.
- Responsible for accurately scanning/importing internal and external documents into WIHCC patients' electronic health record in a timely manner.
- Performs audits of scanned documents, as assigned by HIM Director.
- Helps ensure an accurate electronic health record through the reactivation of patient's charts and resolution of duplicate charts in timely manner.
- Assists with all proper release of medical information for all requests, entering all requests into the RPMS for an accurate accounting of disclosures.
- Assists patients and personal representatives with request of information (ROI) within 30 days of the request.
- Scans incoming medical records from outside facilities and imports PDF files into patient's EHR.
- Assigns new medical record numbers once a thorough research is complete.
- Performs general receptionist duties such as answering phones, questions, directing people to various departments, providing instructions and assisting with coordinating patient flow.
- Provides information as to the procedure to follow for registration of new patients, location of clinics, operating hours, and etc.
- Provides excellent customer service to both internal and external customers. Fosters a sense of teamwork and assists other staff when needed.
- Maintains and adheres to strict confidentiality of medical information in accordance with the Privacy Act of 1974, AAAHC, EMTALA, OSHA and HIPAA.
- 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:

High school diploma. Six months to one year of administrative support or customer service experience. General knowledge of PC software and other related office equipment. Strong technical receptionist skills, outstanding soft skills, and a brilliant communicator is 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 of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to interact effectively and harmoniously with each individuals.
- 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 25 pounds.

Work Environment:

Work is performed in an office setting with a moderate noise level. 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.