



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: Critical Relief (call-in) Patient Registration Clerk

Location: Lac Courte Oreilles Community Health Center

Hours: Monday through Friday 7:30am-6:00pm (flexible shift as needed, not to exceed 31 hours a week)

Salary Range: \$12.00-\$14.00 per hour

Posting Date: 03/14/2018

Closing Date: 03/27/2018

Description of Position:

Intake and processing of all patients seen in the clinic. The Patient Registration Clerk will be the initial point of contact for patients calling or reporting to the clinic. It is very important this position sets a positive tone for the entire patient encounter. Assisting patients' with access to care will be the most important on-going priority of the individual. Duties of the Patient Registration clerk are to gather information from patients for payment and billing; recognize those patients qualified for alternate billing resources; ensure all patient information is accurate and up to date. Accurately schedule patients appointments for which they need to be seen.

Qualifications:

- High School Diploma or equivalent
- Associate's Degree in Medical field preferred
- Intermediate to advanced Computer and data entry skills required
- Knowledge of patient registration software preferred
- Medical terminology preferred
- Excellent oral, written and people skills including the ability to help patients find appropriate staff in various departments.

- Must be reliable, detail-orientated person who is able to work independently
- Must be able to be available to work on short notice as a “call-in” status
- Ability to maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA
- Valid WI Driver’s License
- Current Vehicle Insurance (meeting LCO-CHC requirements)
- CPR Certified
- Must be able to pass a background check
- Must be able to pass a pre-employment drug screen and any random drug screening throughout employment

Major Duties and Responsibilities:

1. Will work with patients to update their demographic and insurance information in the electronic record.
2. Will assist patients with health questionnaires and surveys.
3. Answer all related phone calls made to the clinic, screens and transfers calls to the appropriate staff.
4. Register all “new” patients to be seen in the clinic and updates “established” patients through the Electronic Health system.
5. Responsible for completing and maintaining records on patient services provided in the clinic, to include appointment list and encounter forms.
6. Report directly to medical staff (physician, nurse practitioner, or physician assistant) of any patient problems, or a change in condition, that is reported directly to the clerk. This will include notifying Triage staff of urgent or emergent care needed.
7. Exceed Customer Service by assuring that patients will be seen in a timely manner.
8. Will be responsible for all appointment scheduling as directed by supervisor.
9. Responsible for reporting Adverse Incidents.
10. Participate in Emergency Preparedness “Incident Command” as directed by management.
11. Any other duties assigned by Lead Patient Registration Clerk.

Supervision and Guidance:

The Patient Registration Clerk will work under the direct supervision of the Lead Patient Registration Clerk with oversight by the Assistant Finance Director.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

- Letter of Interest**
- Resume**
- Credentials**

Proof of any stated qualifications
Three (3) Letters of recommendation
Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, WI 54843
(715) 638-5132
(715) 634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American preference will be given to candidates of equal or comparable qualifications.

03/23/2017

03/08/2018

03/14/2018