Little Traverse Bay Bands of Odawa Indians
Job Posting

Job Title: **Clinic Front Desk Medical Assistant**

Department: Health

Reports to: Triage Nurse/Medical Director/Health Director

Salary Range: $15.98 to $22.37 per hour/($33,232 to $45,525) Annually

Status: Non-Exempt

Level: B21

Opens: October 4, 2019

Closes October 25, 2019

SUMMARY: The Clinic Front Desk Medical Assistant position serves as a key point of contact for clinic clients. As such, customer service, phone skills and verbal communication are of utmost importance. This employee will answer the busy clinic phone, use their medical knowledge to triage patients, schedule patient appointments and complete patient reminder calls. This position will be cross trained to support other front desk functions such as medical records and cover clinic medical assistant duties in times of absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to patients and fellow employees and represent LTBB Health Department in a professional and positive manner.
- Answer phone at clinic front desk using a professional and warm tone with clients.
- Triage patients and schedule patient appointments based on urgency, need and availability for health clinic. Consult with Triage Nurse as required.
- Check voicemail regularly and return calls in a timely manner.
- Greet clients at front desk window and assist them.
- Learn and use RPMS/E.H.R. medical record system for patient records.
- Complete reminder calls to patients to remind them of their upcoming appointments.
- Prints daily schedules for providers and clinic staff as directed.
- Manage diabetic supply distribution by tracking inventory and distributing accurately.
- Assist new patients in registering for services by providing registration packet and educating on required documents.
- Cross train to other clinic front desk duties to assist as needed and to fill in for time off.
- Assists in maintaining accurate medical records, both paper and electronic; in cooperation with Medical Records Technician.
- Abides by HIPAA policies pertaining to protected personal health information; keeping it in strictest confidence as required by federal law, CFR 42, and Tribal policies and statutes.
- Fills in for clinic medical assistants as needed for time off as requested.
- Help identify patients that are due for preventative screenings and tests and follow up.
• Help patients send medical records to and from the clinic with proper release forms and follow through.
• May be required to perform miscellaneous job related duties as assigned.

EDUCATION AND EXPERIENCE:
High school diploma or G.E.D. required. Certified Medical Assistant in the State of Michigan required. One year of experience working in a medical office required. Experience working with Tribal community preferred.

KNOWLEDGE, SKILLS AND ABILITIES:
The most important skill and ability in this position is the ability to deliver excellent customer service, which involves verbal and non-verbal communication, tone of voice and phone skills. Must be detail oriented and have excellent organizational skills. Must have working knowledge of medical terminology, with strong verbal and written skills. Must have ability to carry out tasks and assignments with minimal supervision. Must have good communication skills and be computer savvy. Must maintain confidentiality and security of all medical records and patient information at all times. Must be open and willing to learn all aspects of medical office and clinic functions, including obtaining vital signs and preparing patients for their provider visit. Must be open and willing to learn a broad range of skills and regulatory requirements for medical clinic functioning. Must be dependable and time conscious. Must be able to work well with others; be able to work alone and with minimal supervision. Must be able to take direction from Triage Nurse or Medical Director. Ability to travel for training is required. Must have positive job history with previous employers; including LTBB.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess valid driver’s license, reliable transportation and be insurable for duration of employment.

COMMENTS: Indian preference will apply. Individuals must pass a thorough background investigation. Individual must have a positive job history. Individual must take TB test and get influenza vaccination annually due to working in a health setting.