

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: MEDICAL OPERATOR
DEPARTMENT: H.I.M
SUPERVISOR: H.I.M DIRECTOR
CLASSIFICATION:NON-EXEMPT

POSITION SUMMARY:

Provides customer service to patients and visitors. Schedules appointments and provides information about services.

ESSENTIAL JOB FUNCTIONS:

- Greets patients and visitors with pleasant voice and attitude
- Answers phone and patient questions. Gives information and schedules appointments with a pleasant voice and attitude.
- Screens and transfers calls to appropriate departments
- Reconciles the cash box in accordance with fiscal policies
- Assures compliance with HIPAA, privacy act and freedom of information guidelines
- Assigns temporary chart numbers to new medical department patients
- Request new address and telephone numbers from patients and all insurance and medical information with each visit/telephone call
- Performs patient registration data entry as needed
- Other duties as assigned by supervisor

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- High school graduate or GED
- California driver license
- Experience in medical clerical work
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officers and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation. Polite and cordial and be able to communicate both written and orally with the Native American population
- Ability to keep accurate records, typing and ability to organize multiple tasks
- CPR certification required after employed

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate

paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC.

Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date