



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 179-22

OPENING DATE: 11/09/2022

CLOSING DATE: Open Until Filled

POSITION: Medical Administrative
Support Assistant

POSTED: IN/OUT

PAY GRADE: NE4 (\$14.52/hr. - \$19.60/hr.)

FLSA STATUS: Non-Exempt

POSITION TYPE: Full Time

FUNDING SOURCE: Grant Funded

DEPARTMENT: Health Services

REPORTS TO: Nurse Manager

BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Provides general administrative, office management clerical support for the patient care team including; answering phones, scheduling patient appointments for lab, imaging services, Primary Care Providers, Audiology, Nurse Clinics or Same-Day appointment as directed by a licensed health care professional; verifying patient contact information and taking detailed messages for the doctors and staff escalating to the health care professional based on internal guidelines.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Greets patients and visitors in a cordial and respectful manner;
- Answers high volume of telephone calls, provides information or answers inquires in accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations; .
- Schedules, cancels and reschedules appointments for patients both in person and on the phone; ensures address and phones numbers are accurate.
- Determines appropriate appointment type for a variety of medical concerns/conditions with regard to scheduling procedures within suggested timeframes.
- Reschedules patient's appointments and notifies patients by telephone or letter; while adhering to recommended time frames with regards to notification.

- Takes accurate telephone messages for doctors and nurses in a courteous and respectful manner, immediately escalating to a licensed healthcare professional if indicated.
- Submits internal requests for paper charts as needed for patient care; submits requests for discharge/progress notes from external health care facilities.
- Ensures that patients are scheduled for follow up appointments as determined by the ordering physician or Registered Nurse. .
- Places reminder calls to patients at least 24 hours in advance of appointments.
- Documents no show, cancellation, and reschedule appointments in the Electronic Health Record (EHR) or Practice Management and Scheduling Application Suites (PMAS).
- Maintains office spreadsheets including; quantity of patient visits, first available appointment and DM spreadsheet.
- Keeps daily count of patients seen, as appointment and walk-in for each doctor and nurse.
- Manages provider's schedules in PMAS appointment system, entering scheduling blocks based on provider availability, personal time off, or other leave.
- Reviews next day schedule; requests and organizes charts for next day's appointments.
- Completes and mails letters, including but not limited to no-show letters and appointment reminders, cancellations or other notifications.
- Receives, sorts, and routes mail, incoming and outgoing faxes and maintains and routes publications.
- Maintains and reviews Wait List and schedules patients as appropriate, both in new and cancelled appointment slots; ensure patients are scheduled in a timely manner.
- Enters patient referrals into Patient Referred Care system including: mammograms, colonoscopies, and bone density testing.
- Processes X-ray results twice a day, utilizing Resource and Patient Management System (RPMS).
- Prepares and processes paperwork for EMS transfer to Emergency Department or higher level of care.
- Maintains inventory of and orders office supplies.
- Ensures appropriate forms available for use by medical care team, making copies as needed.
- Schedules interpreters as needed for patient appointments.
- Uses basic medical terminology on a daily basis.
- Ensures compliance with HIPAA regulations.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma/GED.
- One year related administrative experience.
- Must be able to pass a TB screening.
- Must be able to pass background check, with NO prior convictions of any felonies.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of records management and basic accounting procedures.
- Knowledge of medical ethics and medical terminology.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines, strong organizational skills.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Employee may be exposed to unpleasant odors, bodily fluids, blood borne pathogens, hazardous material and infectious disease.
- Situations may occur where surgical masks, safety goggles, gloves and protective face shields are needed.
- Frequent interaction with the public.

PREFERENCE:

Tribal preference and Native American Indian preference shall apply to all positions at Pueblo of Isleta.