

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER

P.O. BOX 39

ODANAH, WI 54861

Job Title: Patient Registration Supervisor (PRS)
Department: BRHWC Administration - Patient Registration
Hourly Rate: \$19.00 to \$22.00
Full Time: 40 Hours/Week
Exempt: Yes/Salaried
Supervisor: Assistant Clinic Administrator



Posting Date: IN-HOUSE

Opens: February 15, 2023

Closes: February 23, 2023, at 4:30 pm

Posting Date: PUBLIC

Opens: February 24, 2023

Closes: March 10, 2023, at 4:30 pm

Posting Date: **PUBLIC**

Opens: **March 16, 2023**

Closes: **OPEN UNTIL FILLED**

Summary: The Patient Registration Supervisor (PRS) is responsible for the day-to-day supervision of patient registration and patient transportation staff duties occurring in pre-registration, benefits registration, patient encounters and the processing of patients for all clinical service departments. This includes required patient documentation for compliance with PRC eligibility, forms, insurance cards, etc. for medical, dental, optical, lab, radiology, and behavioral health enforcing policies and procedures, monitoring the accuracy of data entered by the team, promoting a positive patient experience, and ensuring timely resolution of registration and billing errors in work queues. Supervisory duties also include ensuring appropriate staffing levels are met, providing day-to-day coaching and training, exercising judgement in hiring and corrective/disciplinary action, and reviewing performance.

Essential Duties and Responsibilities include the following:

- Demonstrates excellent customer service skills by providing a patient friendly and pleasant registration process to assure that patient and family needs are met in a timely manner
- Responsible for accurate registration of patient, communication of policies, financial responsibilities and Patient Rights and Responsibilities according to departmental operating procedures
- Responsible for the timely and safe transportation of patient, communication of scheduled transportation dates/times, and supervision/training of transportation staff.
- Supervision of transportation fleet maintenance of vehicles to ensure compliance with safety standards and training of transportation staff on the operations of vehicles, safe driving criteria/compliance.
- Excellent attendance as well as a high level of confidentiality and attention to detail
- Communication skills both verbal and written at a high level of competence are necessary
- Maintains a working knowledge of applicable Federal, Tribal, State, and local laws and regulations Standards of Conduct, as well as other policies and procedures to ensure adherence in a manner that reflects honest, ethical, and professional behavior
- Fosters interdisciplinary collaborative relationships within area of responsibility and the BRHWC that promotes active participation
- Provides operational guidance and direction to assigned staff to ensure service integration, effective coordination of departmental work activities, and quality job performance
- Elicits feedback from interdisciplinary team, including the medical staff, and involves them in decision-making as appropriate; and

SUPERVISORY RESPONSIBILITIES AND DUTIES:

- Supervises staff who's duties include forwarding all necessary calls to appropriate staff after thoroughly screening all incoming calls with proper phone etiquette.
- Conduct greeting of patients in a professional manner with all patients receiving equal treatment.
- Update any necessary patient registration information in the RPMS Computer System. Print out PAO 21 (patient registration), have patient review and sign and place in chart for the provider to review.
- It is vital that all insurance/Medicaid/third party insurance information be collected, updated, and all necessary copies be placed into patient files and updated in the RPMS Computer System with each visit on everyone named on the insurance policy.
- Conduct all general office tasks such as ordering necessary office supplies; maintain all medical files as required; clinic health regulations require each person maintain a clean and sanitary workspace with attention to personal appearance and the wearing of medical attire whenever in direct contact with patients for OSHA requirements.
- Assist when asked with special mailings. Scheduling of conference room and GSA vehicles.
- Ability to work independently with little daily supervision. Personal initiative desirable to establish and keep a high level of confidence in Clinic operations. Always remembering that the first impression a patient has of the Clinic is at your desk.
- Due to privacy regulations, all personal conversations are to be kept to a minimum, and family visits for personal reasons are to be strictly limited during the hours the clinic is open. No gossip will be tolerated.
- A privacy statement must be signed; a motor vehicle driver's check will be conducted, and a criminal background check will be done. Tribal Drug and Alcohol program is in effect and will be conducted on a random basis for all employees.
- There will be times when you will be asked to assist in special clinic events, functions, or programs. This position will also be a contact person for clinic events and will often post notices of clinic events throughout the community.
- Assists with patient complaints or comments.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. ABILITY TO MAINTAIN A HIGH LEVEL OF CONFIDENTIALITY
2. HIGHLY DEPENDABLE
3. Ability to follow all written and oral instructions precisely from the medical staff.
4. Excellent verbal and written communication skills
5. Able to interview patients/clients and document accurately, interact with the public and prospective patients/clients, speak effectively, and be readily available for crisis
6. Strong verbal and written communication skills
7. Complete and pass HIPAA training Ability to organize and prioritize tasks.

QUALIFICATIONS AND EXPERIENCE:

1. Medical Office experience highly desirable with supervisory experience. Basic knowledge of medical terminology important.
2. Good verbal and written communication skills. Ability to work well with many individuals.
3. Ability to perform multi-tasks in an often-busy environment. Ability to keep calm during emergency situations
4. Basic Computer knowledge and keyboarding skills a necessity. Strong Computer skills are preferred
5. Must be dependable, punctual, relate well with others and able to meet deadlines.
6. Must understand the Native American community and culture, as well as experience working with people from diverse ethnic groups and various backgrounds.
7. Must pass a pre-employment drug test upon employment.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Knowledge of the uniqueness of the Bad River Community and 7 Grandfather Teachings is preferred for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Background Check:

This position is contingent on the required ability to pass a Bad River caregiver background check when working with children and/or the elderly.

This position requires a driver check, to meet eligibility for tribal insurance.

Physical Demands:

The physical demands described here are representative of those that must meet by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be physical able to perform all job duties. Walking, standing, bending, stooping and occasional lifting up to 25lbs and/or carrying for short distances.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Drug-Free Workplace in accordance with the Drug Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

Send Application and Resume To:

Bad River Tribe

Attn: Human Resources

P.O. Box 39

Odanah, WI 54861

<http://www.badriver-nsn.gov/>

Application material may also be emailed to:

HRmanager@badriver-nsn.gov

HRassistant@Badriver-nsn.gov