

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER

P.O. BOX 39

ODANAH, WI 54861

Job Title: Patient Care Coordinator
Department: Bad River Health & Wellness Center
Hourly Rate: \$18-\$20 per hour/ DOE
Full Time: 40 Hours/Week
Exempt: No/Hourly
Supervisor: Medical Clinic Manager
Posting Date: Public
Opens: September 25, 2023
Closes: October 9, 2023, at 4:30 p.m.
Posting Date: Public
Opens: October 18, 2023
Closes: Open until filled



Summary: Under the supervision of Medical Clinic Manager, the Patient Care Coordinator (PCC) will be the liaison between patients and healthcare personnel. By facilitating patient flow, referrals, and follow-up appointments, the PCC will help ensure continuity of care. In guiding patients through their questions with paperwork, specialist visits, and follow-ups, the PCC will promote better compliance with healthcare recommendations and better outcomes for patients.

This position requires excellent customer service skills, a positive attitude, and the ability to treat every patient interaction and concern with efficiency and fairness. Maintaining confidence in the healthcare services at the BRHWC means that this position needs to adhere to patient privacy, consistency in service, and teamwork to help patients receive the care they need. Supporting other team members and helping everyone succeed is important in creating a dependable healthcare service. The PCC will often be the point of contact for patients trying to navigate their concerns.

Essential Duties and Responsibilities

- Act as a liaison between front office and back office personnel by facilitating patient flow between exams and checkout to schedule follow-ups and assist with referrals or next steps.
- Schedule patients for follow-up appointments and print visit summaries.
- Support referral process for patient referrals made by BRHWC providers and also record requests from specialists that the patients are seeing
- Support patient portal questions when they arise and help troubleshoot issues between users and patients
- Data entry
- Supporting scheduling of radiographs for patients
- Support providers in managing their schedules daily, for events, meetings, etc.
- Backup for answering phones when receptionists is with a patient
- Identify patients who chronically miss their appointments and work out the best way to remind them of their appointments by communications methods they prefer.
- Partner with other team members in the medical department and other departments to work on quality improvement efforts and projects.
- Partner with IT staff to learn the EHR system to become a primary contact for questions for the medical department
- Help with patient surveys and feedback process
- Help coordinate language interpretation services for patients who need it
- Understand and be available to answer questions about the patient forms that are given to patients throughout their experience at the BRHWC
- Assist with community and internal events

- Coordinate patient document needs as requested from providers
- Support medical departments meetings as requested which may include maintaining agendas and scheduling meetings
- Fill in for central registration when needed.
- Greet patients with a positive and professional attitude
- Provide patient and staffing scheduling support for the medical department
- Ensure patient co-pays are received and accurate.
- Manage receipts and documentation as needed for billing
- Clean and maintain office equipment including printers, fax machines, and computers.
- Monitor the waiting/exam room clients; marketing materials;
- Manage office supply needs for medical department, including ensuring paper is available for medical staff printers, and ordering other supplies.
- Attend meetings as requested.
- All other duties as assigned.

Qualification Requirements: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

Required:

- 1-2 Years of experience in healthcare setting
- Proficiency in navigating patient medical records
- Strong understanding of of medical terminology
- Proficient in using MS Office (Word, Excel, Powerpoint) and comfort in navigating and learning new computer programs
- Proficient using office equipment including printers, fax machines, and computers
- Understanding of patient privacy and HIPAA

Other Skills and Abilities:

Required:

- Excellent Customer Service Skills
- Organization
- Analytical skills
- Attention to detail
- Ability to work in fast paced, complex, and dynamic environments
- Initiative to thrive in alternating between serving as an autonomous individual and team player
- Strive for continuous process improvement
- Ability to communicate effectively and professionally through verbal and written communication
- Willingness to serve others, adapt to different situations and personalities

Preferred:

- BLS Training (if not available, this can be completed upon hire)
- Medical Billing and Coding Experience

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 is a required driver position, must possess a valid state driver's license, adequate vehicle/liability insurance, and/or meet eligibility for Tribal insurance.
- Pass a pre-employment drug test

Language Skills:

- Excellent and professional oral and written communication skills
- Knowledge of computers and software, computer applications, and great typing skills
- Ability to work in diverse settings and communicate effectively with a broad range of related systems.
- Maintain strict compliance with Privacy Act, HIPAA requirements and Confidentiality Policy.

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 essential functions. Must be physically able to perform all job duties. Walking, standing, bending, stooping, and occasionally lifting to 25lbs and/or carrying for short distances.

Work Environment: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This position is subject to inside and outside work. The noise level may be moderate to loud.

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