

**Job Title:** Medical Clerk  
**Department:** Medical Records Department  
**Reports To:** Medical Records Director  
**Salary Level:** KMC-07  
**FLSA Status:** nonexempt  
**Approved By:** Chief Executive Officer  
**Approved Date:** October 2009

**GOALS FOR POSITION:** Meet JCAHO Standards. Provide prompt and courteous patient service.

**SUMMARY:** Performs clerical and support functions, assisting the work of physicians, nurses, lab and radiology personnel. Functions to include record keeping, reception, telephone communications, and clerical duties relating to patient care.

**FUNCTIONS & RESPONSIBILITIES:**

1. Utilizes telephone for patient contact and medical interactions.
2. Turns on and monitors automated answering system.
3. Schedules patients for medical providers.
4. Assembles patient medical records as necessary.
5. Reviews records ensuring completion of information.
6. Sequences medical record information in the chart for completion of patient medical records.
7. Completes necessary referral forms.
8. Confirms clinic appointments the day before and sends postcard reminders to patients.
9. Prepares lab and radiology forms.
10. Files loose papers including but not limited to reports, labs, forms, prescriptions and letters, etc. into the medical record as needed.
11. Retrieves medical records for physicians, mid-levels and clinic staff as needed.
12. Looks up patient names and numbers in the computer and MPI.
13. Tracks various patient medical records for reporting purposes.
14. Screens phone calls and takes messages.
15. Schedules appointments as needed.
16. Pulls and files medical records.
17. Reviews financial and insurance status of patients.
18. Compiles logs of patients seen according to medical status, no-show, treatments classification, and other statistical reports.
19. Copies data and compiles records and reports.
20. Gives information to and interviews patients, employees, and patient population.
21. Operates computer terminal to input and retrieve data.
22. Operates office machines such as typewriter, adding, calculating, fax and duplicating machines.
23. Process all requests for information by checking the legality of the consent, logging the request, pulling the records to be copied and copying the record to be copied, and copying the record when needed.
24. Prepares a variety of periodic and specialty reports related to patient care.

25. Receives visitors and patients.
26. Prepares medical records for patients to be seen at clinic.
27. Performs the delivery and receipt of messages.
28. Refers patient medical questions to appropriate medical personnel.
29. Informs patients, family members, social workers, and other sources regarding medical information and status at the direction of authorized medical personnel.
30. Assists physicians, patients, and co-workers as needed.
31. Rotates working hours to provide for Saturday coverage one day a month.
32. Other duties as needed.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**BASIC REQUIRED ABILITY:**

**PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS:** Addresses clients by name; smiles when talking to clients, physicians, peers, and families; answers the telephone courteously and promptly; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses excellent listening skills; interacts with clients and peers.

**QUALITY IMPROVEMENT RESPONSIBILITIES:** Responsible for helping to prepare, achieve, and maintain high quality healthcare. By serving on the various performance improvement subcommittees individual employees are directly involved in the generation or modification of policies & procedures that enable KMC to provide continuously improving healthcare.

**COOPERATION:** Must be a self-starter; seeks solutions; accepts constructive criticism; willing to adjust to changes; loyal to K'ima:w Medical Center.

**PROFESSIONALISM:** Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

**INITIATIVE:** Willing to participate in continuing education programs; asks questions; contributes during staff meetings; serves on K'ima:w Medical Center committees as appointed; demonstrates a desire for self improvement.

**JOB SPECIFIC SKILLS & ABILITIES:**

- Skill in operation of computer, calculator, and other office equipment.
- Demonstrated ability to prioritize responsibilities.

- Demonstrated knowledge of maintaining and managing files and records (numerically and alphabetically).
- Knowledge of grammar, spelling, punctuation and common technology.
- Demonstrated ability to type 45 wpm.
- Experience with telephone answering and scheduling of appointments.
- Knowledge of PCC Forms and RPMS computer system preferred.

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); and one to three months related experience and/or training.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Current CPR Certificate.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to patients or employees of organization.

**MATHEMATICAL SKILLS:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**CONFIDENTIALITY:** Employee must be aware of and adhere to Ki'ma:w Medical Center's Confidentiality Policy and deal appropriately with patient confidentiality at all times.

**CONDITIONS OF EMPLOYMENT:** Employee is subject to baseline and random drug testing per the Hoopa Tribal Drug & Alcohol Fit for Duty Policy. Employee will serve a 90-day introductory period. Employee is subject to introductory and semiannual performance evaluations. Preference will be given to qualified Indian applicants pursuant to the Tribe's TERO Ordinance.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include ability to adjust focus.

**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.

While performing the duties of this job, the employee is occasionally exposed to blood borne pathogens, airborne formites, infections and other contagious diseases. The noise level in the work environment is usually moderate.

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Employee Signature

DATE

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Supervisor's Signature

DATE

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Human Resource Director

DATE

**ANNUAL TRAINING REQUIREMENTS:** At a minimum Employee is required to be certified for 1) Health Stream courses and 2) CPR every two years.