



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2023-0048
HEALTH & HUMAN SERVICES
HEALTH INFORMATION MANAGEMENT
PATIENT REGISTRAR II**

Position Title:	Patient Registrar II	Pay Level:	\$13.47 - \$20.21
Position Open Date:	07/25/2023 – Until Filled	Department:	Health Information Mgmt.
Position Status:	Full-Time	Classification:	Non-Exempt
Supervisor:	Patient Registration Supervisor	Location:	Health & Human Services

POSITION SUMMARY:

Performs accurate front desk workflows in a health care setting, including patient registration, scheduling, phone triage, cash handling and check-in/check-out, while maintaining a high level of professional customer service. Responsible for the registration of new patients, collecting and entering patient demographics, and updating and collecting required patient forms. Maintains privacy and confidentiality of information as required by HIPAA. Ensures that all policies and procedures are observed.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

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.

EDUCATION & EXPERIENCE:

High School Diploma or General Equivalency Diploma (GED); and four (4) years of directly relevant medical office experience.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 50 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Leads the patient registration team by example, setting a standard of excellence and professionalism
- Greet patients, staff, and visitors in a positive, helpful, and professional manner
- Interviews in-coming patients for medical care to obtain accurate demographic information, authorizations for treatment, verifying insurance coverage for all patients and related information and required consent forms
- Records patient demographic, insurance, researches missing information on intake forms; obtains signatures and release forms. Maintain confidentiality of patient and center legal and financial files.
- Ensure all required registration fields and forms are filled in completely and documents are prepared and ready to be scanned into the patients record
- Generate and distribute patient forms for well-child visits, physical exams, etc.
- Collect co-payments, billing payments, generate receipts, audit and balance financial transactions to ensure accurate daily deposits in compliance with billing policies for safe and secure cash collections
- Assess patient eligibility for sliding scale application, sliding scale fees and other government programs (Medicaid, Medicare, Veteran's Administration, and Health Insurance Marketplace), refer eligible patients to patients benefit coordinators
- Keep patients informed of their account information, changes and updates
- Request medical records for follow-up appointments scheduled and during evening/weekend shift coverage. Serve as back-up to request medical records when staff is unavailable; process incoming and outgoing medical records requests in a timely manner. Documents and logs medical records
- Performs administrative duties; answers telephones; respond to inquiries from staff and the general public regarding medical appointments, documents, and searches for and provides information and copies of official documents; serves as back up to customer service specialists as needed
- Generate and document appointment reminder calls
- Maintains various logs of daily activities including patient counts in order to prepare monthly data and operating activity
- Assist in new hire training and acts as a resource for identifying on-going training needs and requirements for patient registrars
- Assist in training development assignments that support the overall program training design
- Assist in the creation of training content, job aids, and staff assessments
- Participate in patient satisfaction and quality improvement initiatives; route patient concerns, complaints and feedback to supervisor/manager
- Perform other duties as assigned by supervisor/manager
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public

REQUIRED KNOWLEDGE AND SKILLS:

- Basic policies and procedures related to personal computer, peripheral and accessory operation
- Computer automation and records management; business arithmetic
- Office administrative practices and procedures
- Medical Terminology
- Principles and practices of medical records laws, codes and regulations

- Record keeping principles and practices
- Correct business English, including spelling, grammar and punctuation
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone
- Performing customer service and support work
- Reading and explaining rules, policies and procedures
- Organizing, maintaining and researching departmental files and records
- Entering data into a specified computer format
- Sorting materials in alphabetical, numerical or chronological order without errors
- Compiling and summarizing information and preparing periodic or special reports
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities
- Establishing and maintaining effective working relationships with those contacted in the course of the work

To apply for the position posted, please apply as follows;

Send;

Pueblo of Jemez Job Application

Cover Letter

Professional Resume

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez – Attention Human Resources Department

PO BOX 100

Jemez Pueblo, New Mexico 87024

Or;

Visit the Pueblo of Jemez Website – Careers

www.JemezPueblo.org