



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2023-0087
HEALTH & HUMAN SERVICES
PATIENT REGISTRATION
PATIENT REGISTRAR I

Position Title:	Patient Registrar I	Pay Level:	\$11.65 – \$17.48
Position Open Date:	11/14/2023 – Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Patient Registration – JHHS
Supervisor:	Patient Registration Supervisor		

POSITION SUMMARY:

Under the direct supervision of the Patient Registration Supervisor, supports the JHHS clinical operations by carrying out all duties, responsibilities, policies, and procedures that contribute to the efficient patient registration operations. Duties for the registration of new/current patients, updating patient demographics and required patient forms, scheduling, phone triage, and handling cash. Maintains privacy and confidentiality of information as required by HIPPA.

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 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 two (2) years of administrative/clerical 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 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:

- Greet patients, staff, and visitors in a positive, helpful, and professional manner; helps direct to the proper clinical staff or departments.
- Performs administrative duties; answers, forwards, screens telephone calls; checks voicemail regularly; respond to inquiries from staff and the general public regarding medical appointments, documents, and searched for and provides information and copies of official documents; prepared materials for mailing, completing forms, proofreading typed or printed materials, and/or typing correspondence reports and other materials.
- Request medical records for follow-up appointments scheduled and during evening/weekend shift coverage; process incoming and outgoing medical records requests in a timely manner; documents and logs medical records.
- Verify and document patient demographic information, authorizations for treatment, verifying insurance coverage for all patients and related information and required consent forms.
- Ensure all required patient registration forms are filled in completely and document are prepared and ready to be scanned into the patients record.
- Generate and distribute accurate patients forms for well-child visits, physical exams, etc.
- 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.
- Maintains various logs of daily activities including patient counts in order to prepare monthly data and operating activity.
- Participate in patient satisfaction and quality improvement initiatives; route patient concerns, complaints, and feedback to supervisor/ manager.
- Assists in organizing and creates flyers related to community events and conferences; 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. As a key representative of the JHHS program, a respectful and professional manner is a prerequisite.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Basic policies and procedures related to clinical operations, 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.

Skill in:

- Performing customer service, support work; determining the nature of a call or visit and recommending appropriate actions or solutions; dealing successfully with the public, in person and over the telephone.
- Reading and interpreting, policies, and procedures.
- Organizing, maintain and researching departmental files and records.
- Entering data into a specified computer format.
- Sorting materials in alphabetical, numerical, or chronological order without errors; understanding and following oral and written directions.
- Compiling and summarizing information and preparing periodic or special reports.
- Contributing effectively to the accomplishment of team or work until goals, objectives, and activities, communicating effectively in oral and written forms.
- 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

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024