



JOB ANNOUNCEMENT:

The Penobscot Nation is seeking applications for the following position:

OPENING DATE: August 18, 2023

CLOSING DATE: Until Filled

PATIENT INTAKE SPECIALIST I

JOB STATUS:

Patient Intake Specialist I
Career Field: Clerical
Pay Range: \$15.40 - \$20.91 per hr
Classification: Full-Time, Regular
Category: C

LOCATION:

Penobscot Nation
Health Department
Indian Island, ME 04468

BRIEF DESCRIPTION OF DUTIES:

SEE ATTACHED JOB DESCRIPTION

QUALIFICATIONS REQUIRED: Keyboard experience, 3 years of experience in medical office procedures preferred, medical terminology preferred, demonstrated computer ability, High school Diploma or GED, pleasant personality and experience dealing with the public. Native American Preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures.

HOW TO APPLY:

- Apply online at www.penobscotnation.org go to departments/human-resources.
- Submit completed applications and resume along with certifications to Human.Resources@penobscotnation.org

For further information, call 817-7312 or email at Human.Resources@penobscotnation.org

JOB DESCRIPTION

POSITION TITLE: Patient Intake Specialist I

DEPARTMENT: Health Department

REPORTS TO: Administrative Coordinator

RATE OF PAY/CATEGORY: \$15.40 - \$20.91 / C

STATUS/TERM: Full-time, Regular

CAREER FIELD: Clerical

RESPONSIBILITY: Ensure that the patient intake process is completed, and patient flow is maintained

DUTIES:

1. At the beginning of the day check with the answering service for all messages; deliver all messages appropriately
2. Maintain appointments in electronic scheduler for the appropriate service providers. Keep a copy of the next day's scheduled appointments
3. Maintain the neatness of the waiting areas(s)
4. Answer all telephone calls, transfer calls or take messages as appropriate; call to be answered within 3 rings
5. Relay all telephone messages appropriately in RPMS
6. Provide out guides for dental, ortho on a daily basis
7. Immediately greet all patients and ask if you can be of assistance
8. At the end of the day initiate the answering service system
9. Maintain patient flow
10. Copy insurance information and patient registration information
11. Ensure that all children sign in for Orthodontia Clinic
12. Reschedule patient when required due to absences or schedule changes
13. Distribute referrals to the patients
14. Send prescription refill information to Pharmacy by RPMS
15. Inform the Clinic Nurse(s) of the arrival of the patient by RPMS
16. Maintain appointment scheduler for providers and all staff meetings
17. Complete a face-to-face patient registration interview for all patients and initially determine eligibility for services.

18. Question all patients at each visit regarding where he/she lives, mailing address, insurance and telephone numbers. All changes will be made immediately in the computer system.
19. Notify the service providers regarding incoming calls from other providers.
20. Update registration information every day on each patient.
Any address or insurance changes will be completed for the entire family as necessary.
23. Obtain patient signatures for Records Department as necessary
24. Responsible for ordering appropriate supplies
25. Maintain centralized Counseling Services scheduling
26. Complete referrals as necessary during any absences of the Referral/Insurance Coordinator/RHIT Assistant
27. Call to remind patients of the next day appointment and remind him/her to bring insurance, Medicaid or Medicare card to the appointment.
28. Check all MaineCare status on appropriate patients to ensure that the coverage is still valid.
29. Be responsible for following confidentiality procedures as outlined in the Privacy Act and HIPAA
30. Any other related duties as assigned by supervisor

MINIMUM QUALIFICATIONS:

Keyboard experience, 3 years' experience in medical office procedures preferred, medical terminology preferred, demonstrated computer ability, high school diploma or equivalent, pleasant personality and experience in dealing with the public. Indian Preference will be adhered to in accordance with the Penobscot Nation's Personnel Policies and Procedures.

Pre-employment physical will be conducted in accordance with the Penobscot Nation Personnel Policies and Procedures. Native American preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis upon request