

**Office of the Chief and
Council**

Kirk E. Francis
Chief

Mark Sockbeson
Vice-Chief



**Penobscot Nation
Human Resources**
27 Wabanaki Way
Indian Island, Maine 04468
Phone: (207) 817-7306
Fax: (207) 817-7463

JOB ANNOUNCEMENT

Opening Date: July 10, 2025

Closing Date: July 23, 2025

Position: Patient Intake Specialist

Department: Health Department

Reports To: Medical Program Coordinator

Pay Range: \$17.03-\$23.13

Status/Term: Full-time, Non-Exempt

Location: 12 Wabanaki Way. Indian Island, ME 04468

Job Summary:

The Penobscot Nation is seeking a detail-oriented and organized Patient Intake Specialist to join our healthcare team. This position is responsible for ensuring that the patient intake process is completed efficiently and accurately, and that patient flow is maintained to support seamless healthcare delivery.

Qualifications Required:

High School Diploma or GED required. 3 years of experience in medical office procedures preferred. Keyboard experience. Medical terminology preferred. Demonstrated computer ability, 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.

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Essential Duties/Responsibilities:

- At the beginning of the day check with the answering service for all messages; deliver all messages appropriately.
- Maintain appointments in electronic scheduler for the appropriate service providers. Keep a copy of the next day's scheduled appointments.
- Maintain the neatness of the waiting areas(s)
- Answer all telephone calls, transfer calls, or take messages as appropriate; call to be answered within 3 rings.
- Relay all telephone messages appropriately in RPMS.
- Provide out guides for dental, ortho on a daily basis.
- Immediately greet all patients and ask if you can be of assistance.
- At the end of the day initiate the answering service system
- Maintain patient flow.
- Copy insurance information and patient registration information.
- Ensure that all children sign in for Orthodontia Clinic
- Reschedule patient when required due to absences or schedule changes.
- Distribute referrals to the patients.
- Send prescription refill information to Pharmacy by RPMS
- Inform the Clinic Nurse(s) of the arrival of the patient by RPMS.
- Maintain appointment scheduler for providers and all staff meetings.
- Complete a face-to-face patient registration interview for all patients and initially determine eligibility for services.
- 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.
- Notify the service providers regarding incoming calls from other providers.
- Update registration information every day on each patient.
- Any address or insurance changes will be completed for the entire family as necessary.
- Obtain patient signatures for Records Department as necessary.
- Responsible for ordering appropriate supplies.
- Maintain centralized Counseling Services scheduling.
- Complete referrals as necessary during any absences of the Referral/Insurance Coordinator
- Call to remind patients of the next day appointment and remind him/her to bring insurance, Medicaid, or Medicare card to the appointment.
- Check all MaineCare status on appropriate patients to ensure that the coverage is still valid.

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- Be responsible for following confidentiality procedures as outlined in the Privacy Act and HIPAA
- Any other related duties as assigned by supervisor.
- Interacts professionally and effectively with others, focusing upon the attainment of Penobscot Nation goals and objectives through a commitment to teamwork.
- Conforms to acceptable attendance/punctuality standards as expressed in the employee handbook.
- Performs other duties as assigned.

Physical Demands/Conditions/Requirements:

Must be able to sit for long periods of time, extended use of hands and fingers, meet minimum vision requirements, lift minimum of 25 lbs.

How to Apply:

- - Applications are available at the Human Resources Office or the Secretary's Office at the Nick Sapiel Building, Indian Island, Maine. Applications can also be downloaded at www.penobscotnation.org.
- - Apply online at <https://www.penobscotnation.org/departments/human-resources/employment-opportunities>.
- - Submit completed applications and résumés along with certifications to Human.Resources@penobscotnation.org.
- - For additional information, call (207) 817-7306 or email Human.Resources@penobscotnation.org.

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.