



Spirit Lake Tribe  
P.O. Box 359  
Fort Totten, North Dakota 58335  
slthr@spiritlakenation.com

**Job Title:**

**Medical Support Assistant**

**Open Date:**

**March 29, 2017**

**Position Objective: This position is located in the Nursing Department of the Spirit Lake Health Center, Fort Totten, ND. The purpose of this position is to provide support associated with patient care and treatment in the Ambulatory Department.**

### **Major Duties & Responsibilities**

- Performs receptionist duties for the assigned department, especially answering the telephone, screening calls and taking messages: obtains and or reviews demographic information; routes slips and other forms to proper departments.
- Makes appointments and arranges appointments for patients seeking clinic services. Reschedules appointments as required.
- Provides orientation to workings for the appointments desk to the Nursing providers as needed.
- Keeps work area neat and orderly. Keeps bulletin board current. Maintains an adequate supply of forms at the nurse's station.
- Prepares requisitions for supplies needed in the Ambulatory Patient Care area.
- Attends in-services and staff meetings as scheduled. Assists with orientation of new nursing personnel.
- Assists patients in contacting other departments as needed including Mental Health, Tribal Health Nurses, Women Infants and Children Programs and other Tribal organizations. Assists with making arrangements for the Community Health Representative to transport patients to their destination.
- Observation of patient flow in order to eliminate long periods of waiting and or patients over looked due to their disability or misunderstanding of appointments procedures, policies, etc.
- Keeps patients aware of possible delays in patient care during such events as patient accidents, traumas and seasonal outbreaks of disease, which increase the numbers of patients into the Ambulatory Care Departments to be seen by providers.
- Must be adept at using personal computer for the Resource Patient Management Systems (RPMS): graphing Quality Improvement Studies and Quality Assurance monitors such as Nursing Peer Review. Types Departmental manuals, procedures and protocols as well as correspondence, requisitions, letter to patients regarding appointments etc. Assists Case Managers and Nursing Staff with faxing of patient information for upcoming referral appointments and continuation of care.
- Maintain confidentiality of Medical Records information in accordance with HIPPA.
- Knowledge of Spirit Lake Health Center and Nursing Department policy and procedure manuals.

### **Qualifications, Experience and education required:**

- Must possess a High School Diploma or GED
- Minimum of 6 months' experience in the General Clerical field, with hospital or clinical experience preferred.

- One (1) year of general experience or two (2) years of education above the high school graduation level. (1) Year of specialized training.
- Experience in a hospital or clinic setting with the knowledge, skills, and abilities (KSAs) associated with current MSA responsibilities. Experience satisfying this requirement may be paid/non-paid employment as a MSA.
- Ability to operate computerized programs and databases in order to enter, modify and retrieve sensitive information/data into or from electronic medical records, scheduling systems and or reports.
- Knowledge of basic terminology.
- Ability to work independently in the accomplishment of a wide variety of duties, including setting priorities and coordinating work.
- Ability to make appointments in a clinical setting.
- Ability to communicate effectively and professionally with employees at varying grade levels.
- Ability to identify clients concerns, perform the tasks required to resolve the issue accurately and timely, and follow-up as necessary to ensure a satisfactory resolution.
- CPR/First Aide Certified.
- Demonstrate good working knowledge of computers and Windows Office programs (Word, Excel and Power Point).

<b>Job Role:</b>	Nursing	<b>Company Industry:</b>	Spirit Lake Tribe
		<b>Closing Date:</b>	April 14, 2017
<b>Employment Status:</b>	Full- time	<b>Supervision</b>	Director of Nursing
<b>Monthly Salary Range:</b>	DOQ	<b>Manages Others:</b>	No
<b>Number of Vacancies:</b>	1		
<b>Please Send Application to:</b>			
<b>Name:</b>	Spirit Lake Human Resource Department	<b>Email:</b>	slthr@spiritlakenation.com
<b>Address:</b>	P.O. Box 97	<b>State</b>	North Dakota
<b>City:</b>	Fort Totten, North Dakota	<b>Zip/Postal Code:</b>	58335
<b>Phone:</b>	701-766-1203 or 701-766-1215	<b>Fax:</b>	701-766-1272
<b>Application Procedure</b>	Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.		