



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

Job Title:

**Case Management
Medical Support Assistant**

Open Date:

May 4, 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 to the Case Management Nurses in scheduling of appointments with outside vendors, faxing required referral information and working with the Dakota Health and Wellness Transportation Program to provide transportation for patients being referred.

Major Duties & Responsibilities

- Receives referrals for appointment scheduling from the Case Management Nurses.
- Schedules appointments for patients being referred for further medical care. Reschedules appointments as required.
- Prints pertinent medical notes and reports from Electronic Health Record and faxes appropriate medical information to vendors to insure continuity of care.
- Edits referral with appointment date and time and gives a copy of the edited referral to the appropriate PRC Staff.
- Contacts the patient and informs of appointment
- Enter in a transportation request if patient is requesting transportation
- Receives visits and telephone calls from hospital personnel, patients and private vendors. Will refer calls to appropriate case manager or PRC Staff if required. Will maintain, at all times, professional telephone etiquette in all contacts with SLHC staff, tribal programs, patients, and private vendors.
- Documents appropriate information into the EHR/RPMS.
- Documents Release of Information into the RPMS for the nursing department
- Maintains documents in accordance with the established file system.
- Keeps work area neat and orderly.
- 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. Accurately types correspondence, requisitions, and letters 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.
- Certification as a Nursing Assistant (CNA)
- 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/CNA.
- 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, forms, or reports that are part of a transportation program to screen for missing information, prepare final copy of documents, maintain files, respond to routine questions, or perform similar duties.
- Ability to work independently in the accomplishment of a wide variety of duties, including setting priorities and coordinating work.
- Work flow of the department sufficient to distribute messages and work to appropriate personnel.
- 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).

Job Role:	Nursing	Company Industry:	Spirit Lake Tribe
		Closing Date:	May 19, 2017
Employment Status:	Full- time	Supervision	Director of Nursing
Monthly Salary Range:	DOQ	Manages Others:	No
Number of Vacancies:	1		

Please Send Application to:

Name:	Spirit Lake Human Resource Department	Email:	slthr@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten, North Dakota	Zip/Postal Code:	58335
Phone:	701-766-1203 or 701-766-1215	Fax:	701-766-1272

**Application
Procedure**

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.