



Spirit Lake Tribe  
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<b>Job Title:</b>	Clinical Care Coordination MSA	<b>Open Date:</b>	October 18, 2024
<b>SLT Program:</b>	Spirit Lake Health Center	<b>Close Date:</b>	November 1, 2024

**Position Objective** This position is responsible for providing support in the Spirit Lake Health Center (SLHC) Coordination of Care and Transition Management Department with the scheduling of patient referral appointments with outside vendors and facilitating patient transportation as needed. Work is performed and duties are carried out in accordance with established policies, procedures and SLHC core values.

**Major Duties & Essential Functions:**

- Receives referrals for appointment scheduling; schedules appointments for patients being referred for further medical care, and reschedules appointments as required.
- Prints pertinent medical notes and reports from the patients Electronic Health Record and provides appropriate medical information to referral providers to ensure continuity of care as well as insurance coverage.
- Edits referral with appointment date and time and gives a copy of the edited referral to Purchased/Referred Care (PRC).
- Communicates appointment information to the patient via telephone or mailed letters.
- Coordinates patient transportation and rooming as needed for scheduled appointments.
- Answers telephone and greet visitors; takes messages; makes appointments; refers to appropriate personnel.
- Documents appropriate information, including release of information, into the electronic health record and other systems.
- Maintains documents in accordance with the established file system.
- Keeps work area neat and orderly.
- Graphs Quality Improvement Studies and Quality Assurance monitors as related to Coordination of Care and Transition Management Department.
- Creates, composes, and types routine correspondence.
- Make copies of correspondence or other printed materials.
- Prepare outgoing mail and correspondence, including e-mail and faxes.
- Actively participates in quality improvement projects.
- Complies with blood borne pathogen prevention policies and procedures.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.

**Knowledge required at a level appropriate for this position:**

- Knowledge of HIPAA.
- Knowledge of patient registration principles.
- Knowledge of medical terminology.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of assigned department's policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Ability to work with personal computers and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to work independently in the accomplishment of a wide variety of duties, including setting priorities and coordinating work.
- 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.
- Ability to organize the multiple demands of the job.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the provision of customer services.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

**Supervisory Controls:**

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results. Work is reviewed through reports, and observation of interactions with SLHC patients, SLHC Staff and Outside Vendors.

**Guidelines:**

Guidelines include SLHC policies and procedures. These guidelines are generally clear and specific, and deviations must be authorized by the supervisor.

**Complexity/Scope of Work:**

This position consists of related administrative support duties. The purpose of this position is to provide administrative support to the Coordination of Care and Transition Management Department. Successful performance contributes to the efficiency and effectiveness of the Department.

**Contacts:**

Contacts are typically with providers, other employees, employees of other health care facilities, and patients. Contacts are typically to give and exchange information and provide assistance.

**Physical demands/Work Environment:**

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee occasionally lifts light objects and distinguishes between shades of color. The work is typically performed in a clinic setting which requires normal safety precaution for infection control and environmental safety measures.

The noise level in the work environment is usually moderate.

**Supervisory and Management Responsibility:**

- None

**Qualifications, Experience and education required:**

- High school diploma or equivalent. Six (6) months of administrative office support experience sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems. Experience in a clinic setting is preferred.
- Certification as a Nursing Assistant (CNA). One (1) year of general experience, or two (2) years of post-secondary education, or one (1) year of related specialized training may be considered in lieu of CNA.
- Current BLS certification.
- Must successfully pass a criminal and background check, and pre-employment drug screen.

<b>Job Role:</b>	Clinical Care Coordination MSA	<b>Company Industry:</b>	Spirit Lake Tribe
<b>Employment Status:</b>	Full- time		
<b>Grade:</b>	11	<b>Supervision</b>	Department Supervisor
<b>Number of Vacancies:</b>	1	<b>Manages Others:</b>	No

**Please Send Application to:**

<b>Name:</b>	Spirit Lake Human Resource Department	<b>Email:</b>	<a href="mailto:rcrosswhite@spiritlakenation.com">rcrosswhite@spiritlakenation.com</a> or <a href="mailto:mkeo@spiritlakenation.com">mkeo@spiritlakenation.com</a>
<b>Address:</b>	P.O. Box 97	<b>State</b>	North Dakota
<b>City:</b>	Fort Totten	<b>Zip/Postal Code:</b>	58335
<b>Phone:</b>	701-381-0204 or 701-381-0361	<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.
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