



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

**Position:** Patient Registration Clerk

**Location:** Lac Courte Oreilles Community Health Center

**Hours:** Monday through Friday 8:00am – 4:30pm

**Salary Range:** Starting at \$15.00 per hour

**Posting Date:** 04/22/2024

**Closing Date:** 05/03/2024

**Description of Position:**

Intake and processing of all patients seen in the clinic. The Patient Registration Clerk will be the initial point of contact for patients calling or reporting to the clinic. It is very important this position sets a positive tone for the entire patient encounter. Assisting patients' with access to care will be the most important on-going priority of the individual. Duties of the Patient Registration clerk are to gather information from patients for payment and billing; recognize those patients qualified for alternate billing resources; ensure all patient information is accurate and up to date at all time. Accurately schedule patient appointments for which they need to be seen.

**Qualifications:**

- High School Diploma or equivalent required
- Associate's Degree in Medical field preferred
- Knowledge of patient registration software preferred
- At least 2 years worked in a Patient Registration setting preferred
- Intermediate to advanced Computer and data entry skills required
- Must be reliable, detail-orientated person who is able to work independently

- Excellent personal skills and be comfortable working with patients in a clinical environment
- Familiar with medical terminology preferred
- Sensitivity to confidential matters is required
- Ability to maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA
- Valid WI Driver's License
- Current Vehicle Insurance (meeting LCO-CHC requirements)
- CPR Certified
- Must be able to pass a background/caregiver check
- Must be able to pass a pre-employment drug screen and any random drug screening throughout employment

### **Major Duties and Responsibilities:**

1. Interviewing incoming patients prior to admission on the phone to gather demographic, insurance and emergency information.
2. Will work with patients to update their demographic and insurance information in the electronic record when patient is present for appointment.
3. Ensuring completion of paperwork, sign-in and security procedures.
4. Will assist patients with health questionnaires and surveys.
5. Answer all related phone calls made to the clinic, screens and transfers calls to the appropriate staff.
6. Register all "new" patients to be seen in the clinic and updates "established" patients through the Electronic Health system.
7. Collect insurance copayments as needed.
8. Responsible for completing and maintaining records on patient services provided in the clinic, to include appointment list and encounter forms.
9. Report directly to medical staff (physician, nurse practitioner, or physician assistant) of any patient problems, or a change in condition, that is reported directly to the clerk. This will include notifying Triage staff of urgent or emergent care needed.
10. Exceed Customer Service by assuring that patients will be seen in a timely manner.
11. Will be responsible for all appointment scheduling as directed by supervisor.
12. Responsible for reporting Adverse Incidents.
13. Participate in Emergency Preparedness "Incident Command" as directed by management.
14. Any other duties assigned by the Patient Access Director.

### **Supervision and Guidance:**

The Patient Registration Clerk will work under the direct supervision of the Patient Access Director with oversight by the Health Director.

**\*Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

**Letter of Interest**

**Resume**

**Credentials**

**Proof of any stated qualifications**

**Three (3) Letters of recommendation**

**Academic transcripts**

**Application Information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380W Trepania Road  
Hayward, WI 54843  
(715) 638-5132  
(715) 634-6107 FAX  
sklecan@lcohc.com

*The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American preference will be given to candidates of equal or comparable qualifications.*

04/22/2024