LAC COURTE OREILLES
COMMUNITY HEALTH CENTER
9940 N County Hwy K● Hayward, Wisconsin 54843-2186
Telephone: 715-638-5102
Fax: 715-634-6107
www.lcohc.com

Position: Patient Registration Clerk

Location: Lac Courte Oreilles Community Health Center

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

Wage Range: $19.97-$22.97 per hour depending on experience and qualifications

Classification: Full Time/Non-exempt

Posting Date: 09/17/2026

Closing Date: 10/1/2026

Description of Position:

The Patient Registration Clerk is responsible for efficiently and accurately processing new and returning patients in the clinic. This role involves gathering and verifying patient information, scheduling appointments, and ensure that all necessary documentation is completed, and providing excellent customer service. The position plays a key role in maintaining smooth clinic operations and ensuring a positive patient experience from the moment they enter the clinic.

Qualifications:

- High School Diploma or equivalent required.
- Associate's Degree in health administration or related field preferred.
- 2 years experience in patient registration, or medical office administration in a healthcare setting required.
- Familiarity with EHR systems and patient management software preferred.
- Basic knowledge of insurance processes, including verification and authorizations.
- Intermediate to advanced Computer and data entry skills required.
- Ability to multitask and handle a fast-paced work environment.
- Ability to prioritize tasks effectively.
- 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 required.
- Ability to maintain patient confidentiality in accordance with the Federal Privacy Act and HIPAA. Must have a commitment to maintaining patient confidentiality.

- 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. Ensuring completion of paperwork, sign-in and security procedures.
2. Will assist patients with health questionnaires and surveys.
3. Answer all related phone calls made to the clinic, screens and transfers calls to the appropriate staff.
4. Register all "new" patients to be seen in the clinic and updates "established" patients through the Electronic Health system.
5. Greet patients, collect and verify personal and insurance information, and enter data into the clinic's electronic health record (EHR) system.
6. Confirm insurance coverage, verify eligibility, and obtain prior authorization for services as required.
7. Accurately input patient demographic information, medical history, and billing information into the clinic's database or EHR system.
8. Ensure all required forms are signed by patients, including consent forms, privacy policies, and insurance assignments.
9. Assist with scheduling, confirming, or rescheduling appointments as needed, ensuring that patient schedules are organized and up to date.
10. Address patient questions or concerns related to registration, insurance, billing, or appointments, providing clear and helpful information within your scope of work.
11. Adhere to HIPAA guidelines and ensure patient privacy is maintained at all times.
12. Assist with general office tasks, including filing, faxing, scanning, and responding to phone calls and emails.
13. Work closely with clinical and administrative teams to ensure a seamless patient experience and efficient clinic workflow.
14. Help with collecting co-pays, verifying insurance information, and preparing patients for billing.
15. Help patient through the Health ipass portal.
16. Ensure patient files are up-to-date, organized, and accurately reflect all interactions, appointments, and services received.
17. Responsible for reporting Adverse Incidents.
18. Participate in Emergency Preparedness "Incident Command" as directed by management.
19. Any other duties assigned by the Patient Access Supervisor.

Supervision and Guidance:

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

***Applicants for employment with the Health Center <u>must</u> submit with the completed application form additional documents including the following:**

Letter of Interest
Resume
Credentials
Proof of any stated qualifications
Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
9940N County Hwy K
Hayward, WI 54843
(715) 638-5132
healthcenterhr@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.

09/17/2026