



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

**Job Title:**

**Medical Support Assistant**

**Open Date:**

**December 12, 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**

- Answers telephone and greets visitors; provides information and assistance; schedules appointments; resolves problems; prioritizes questions and concerns for supervisor's attention.
- Gathers and reviews patient demographic information.
- Routes slips, forms and other documents to the appropriate departments.
- Schedule appointments for patients seeking clinic services. Reschedules appointments as required.
- Assists with orientation of new nursing personnel, and provides orientation specific to the scheduling processes as needed.
- Maintains the work environment; keeps work area neat and orderly; maintains bulletin board; maintains adequate supply of required forms/documents at the nurse's station; and, prepares requisitions for supplies needed in the Ambulatory Patient Care area.
- Attends in-services and staff meetings as scheduled.
- 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.
- Observes patient flow in order to eliminate long periods of waiting and/or identify patients that may have been 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, seasonal outbreaks of disease, or other circumstances which increase the number of patients to be seen by providers.
- Must be adept at using personal computer
- Graphs Quality Improvement Studies and Quality Assurance monitors such as Nursing Peer Review.
- Creates, composes, and types Departmental manuals, procedures and protocols, as well as routine correspondence including requisitions, appointment letters, etc.
- Knowledge of Spirit Lake Health Center and Nursing Department policy and procedure manuals.
- 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.
- 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 other related duties.

**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 (CAN).
- 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 preferred. 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 preferred.
- 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:	<b>December 19, 2017</b>
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 701-766-1215	Fax:	701-766-1272
Application Procedure	<p>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.</p>		