

CHEYENNE RIVER SIOUX TRIBE
BEHAVIORAL HEALTH DEPARTMENT
RECEPTIONIST

DESCRIPTION OF WORK

General Statement of Duties: Works in Wakpá Wašté Counseling Services and serves as reception for both Mental Wellness and Addictions. Verifies all components of patient registration computer files. Performs data entry of patient information into Indian Health Service RPMS and/or E.H.R. computer system and schedules patients in BMW.

Supervision Received: Works under the immediate supervision of the Behavioral Health Supervisor.

Supervision Exercised: None

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Greets the public and directs them to the appropriate staff members/programs

Analyzes patient records adhering to Indian Health Services rules for accuracy and completeness.

Performs data entry in updating registration files, answering telephone, taking messages, and scheduling for Providers.

Responsible for scheduling all Providers and Substance Abuse counselors

Receives a variety of telephone calls, takes messages, handles all questions and directs call to appropriate staff members

Sees that all documentation in the medical record is correct and complete. Mails letters to patients. Makes copies, keep copier stocked, route paperwork, file documents for the program.

Will maintain a close working relationship with Indian Health Service departments involving patient care.

Must familiarize self with all forms required by HIPPA for complete medical record including the Notice of Privacy Practices, Privacy Act, Degree of Indian Blood and Assignment of Benefits for billing.

Must participate in all pertinent in-service training and be available for any training deemed necessary by the Supervisor of Behavioral Health. Will also seek to improved current process for the improvement of data input procedures.

Other job related duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Must have considerable knowledge of computers and be able to perform accurate clerical work. Must have knowledge of proper phone etiquette, ability to follow oral and written instructions. Must have excellent communications skills and an effective working relationship with employee(s), programs and general public.

Education: Must possess a High School diploma or GED Certificate.

Experience: Three (3) months experience as a receptionist preferred. There will be on the job training.

Special Requirements: Must possess a valid state driver's license and be insurable under Tribal Liability Insurance Policy. Must either possess or be able to obtain CPR and keep certification current.

This position is subject to mandatory drug and alcohol testing in accordance with the Cheyenne River Sioux Tribe's Drug and Alcohol Free Workplace policy. Incumbent is subject to Tribal/Local, Federal, and State background checks in accordance with P.L. 101-630, PL 101-647, and Resolution No. 86-2013-CR

Confidentiality is very important when working in the Health Department. Incumbent will be required to participate in Privacy Act and HIPAA training upon hire and annually thereafter including but not limited to trainings related to ISSA. It is expected that all matters pertaining to individual problems will be kept confidential. This also pertains to personnel issues. Failure to comply will be cause for dismissal. This position is strictly prohibited from participating in political activity.

Employees of the Cheyenne River Sioux Tribal Health are expected to conduct themselves on and off the job in a manner which will bring credit to the organization. Employees are to refrain from offensive conduct or using offensive language towards the public, Tribal Officials or other employees on social or in public. Failure to comply will be cause for dismissal.

All Tribal Health positions are vital to the healthcare field and should a crisis or emergency happen you will be required to work per your supervisor's discretion.

Date Revised: 02.06.23