



SHINGLE SPRINGS BAND OF MIWOK INDIANS

Shingle Springs Rancheria
(Verona Tract), California
5168 Honpie Road, Placerville, CA
(530) 698-1400 Office • (530) 676-3582 Fax
www.shinglespringsrancheria.com

JOB TITLE	Referral Clerk
Duty Station	Shingle Springs Health and Wellness Center – Medical Dept.
Reports To	Clinic Manager
FLSA Classification	Non-Exempt
Rate of Pay	DOE

POSITION SUMMARY

Under the supervision of the Clinic Manager, the Referral Clerk will perform all tasks related to the initiation and completion of the referral process. This includes all referrals outside of SSHWC.

SPECIFIC RESPONSIBILITIES

1. Appropriately determines and validates patient eligibility and validates patient demographic information.
2. Responsible for following up with specialty provider's office and closing referrals upon receipt of consult notes.
3. Maintains compliance with CHS policies and guidelines.
4. Maintains the standards of patient care and implements the policies and procedures of the medical department.
5. Demonstrates a thorough knowledge of safety policies and procedures including universal precautions, infection control and utilizes proper body mechanics.
6. Communicates problems identified involving personnel, medical staff, patient, families and the general public to the Clinic Manager.
7. Participates in Quality Improvement activities.
8. Prioritizes and processes referrals by urgency or PCP request.
9. Demonstrates a high level of mental and emotional maturity and tolerance with an even temperament when dealing with ill people; uses tact, sensitivity, sound judgment and a professional attitude when relating with patients, families and co-workers.
10. Demonstrates thorough knowledge of medical terminology, pre-authorization practices and California Insurance practices including Medi-cal.
11. Maintains sensitivity and objectivity to chronic medical and social problems, especially those specific to the Native American community.
12. Maintains the highest standard of absolute patient confidentiality according to outlined HIPAA policies.



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13. Demonstrates excellent interpersonal communication skills including excellent telephone and computer competency, as well as maintaining a high level of organization of office and work space.
14. Supports a safe work environment by performing all duties in accordance with Tribal safety policies and procedures.
15. Reports all incidents and accidents in a timely manner to the supervisor (within 24 hours).
16. Maintains work areas in a safe and healthful manner. Reports and corrects any unsafe working conditions.
17. Operates vehicles in a safe and lawful manner while conducting Tribal business.
18. Provides input and assistance to reduce or eliminate workplace hazards; actively supporting ongoing safety efforts, including recommendations of the safety committee.
1. Adheres to the following working conditions, which may include: Bending at the waist, sitting still for extended periods of time, dexterity of hands and fingers to operate a computer keyboard, hearing and speaking to exchange information, seeing to read reports and data, and occasional lifting of 50 pounds or more.
2. Travels locally on occasion, and travels outside of the state infrequently.
19. Performs other duties as assigned

MINIMUM QUALIFICATIONS

3. High School diploma or GED is required.
4. 1 year experience working in a family practice or hospital setting.
5. BLS certification is required.
6. Possession of a valid California license at the appropriate level including necessary special endorsements, as required by the State of California to perform the essential job functions of the position and qualify for the Tribe's vehicle insurance. Must provide proof of personal vehicle insurance.
7. Must have Hepatitis B vaccine or documentation of refusal.

BACKGROUND CHECK

Candidates for this position will be subject to criminal and character background checks and fingerprinting after a conditional job offer is made.

CONFIDENTIALITY

Confidentiality is an absolute must for this position and is cause for immediate termination if not followed to the highest standard.



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INDIAN PREFERENCE

Preference in hiring is given to: (1) qualified Shingle Springs Band of Miwok Indians members; and (2) qualified American Indians in accordance with Title 25, U.S. Code, Section 472 and 473. Applicants claiming Indian preference must submit verification of Indian eligibility.