

**LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.**  
**JOB DESCRIPTION**

**TITLE: WARD CLERK**  
**DEPARTMENT: MEDICAL**  
**SUPERVISOR: LEAD FLOOR NURSE**  
**CLASSIFICATION: FULL TIME NON-EXEMPT**

**POSITION SUMMARY:**

The Ward Clerk will assist the clinic by providing clerical and patient support to the nursing staff and physicians. This position works with the nursing staff and physicians to facilitate and expedite patient care, including managing and coordinating all medical records necessary for this process.

**ESSENTIAL JOB FUNCTIONS:**

- Provide basic administrative, clerical and technical support services.
- Answers phones and relay messages for patient care to providers and nurses.
- Assembles charts, check records for availability of forms
- Monitors availability of supplies and orders necessary stock supplies. Puts supplies away.
- Checks medical records to ensure all documents are complete and signed.
- Maintains an organized and efficient work area and station.
- Maintains up-to-date policy and procedure manuals and supply of forms.
- Provide customer service to patients in person, by phone and correspondence.
- Coordinates in the communication with patients regarding missed appointments, rescheduling, notifying patients of lab results by phone or mail and helps coordinate the scheduling of referrals.
- May prepares exam rooms and treatment rooms for patient use.
- Performs related tasks as directed and other duties as reasonably assigned by the medical director during the normal operations of the medical department.

**EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:**

- High School Diploma or GED
- Medical Assisting Program Graduate or Certified Medical Assistant preferred.
- Six months of prior experience in the medical clinic, outpatient setting and experience in direct patient care
- Knowledge of medical terminology
- Typing, computer and general office skills
- CPR certification

**All LCTHC employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 20% of time is spent working at a desk. Balance of time (approximately 80%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, patients and members of outside agencies, in person, by telephone, and by email. Vision: Ability to view x-

ray, medical records, effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing up to 25 pounds. Stooping / Kneeling: Ability to provide patient care, access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to use hands to finger, handle, or feel; reach with hands and arms, input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard medical instruments and equipment, office equipment, computer, telephone, calculator, copiers, and fax. Work is performed in a medical office/clinic environment; continuous contact with other staff and the public.

**INDIAN PREFERENCE:** Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

**NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:** LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC’S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

**HIPAA Health Insurance Portability and Accountability:**

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

***IMPORTANT DISCLAIMER NOTICE***

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.**

I have read and understand all aspects of this job description

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Dept. Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date