

# LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

## JOB DESCRIPTION

**TITLE: COURIER**  
**DEPARTMENT: ADMINISTRATION**  
**SUPERVISOR: CHIEF OPERATIONS OFFICER**  
**CLASSIFICATION: NON-EXEMPT FULL-TIME; PART-TIME**

### **POSITION SUMMARY:**

Medical records and supplies couriers are responsible for the transportation of documents and supplies among the organization, labs, hospitals, clinics, and other healthcare facilities. They manage pickups and deliveries in the organization.

### **ESSENTIAL JOB FUNCTIONS:**

- Receive and deliver documents and supplies and understand instructions from the healthcare facilities.
- Ensure that documents and supplies are securely stored in the delivery vehicle.
- Ensure that the documentation corresponds to each item.
- Ensure that all documentation is credible and accurate.
- Ensure that all documentation and supplies are delivered to the correct destination
- Map out a route to the destination, considering traffic and mileage.
- Ensure the punctual collection and delivery of medical records and supplies from the healthcare facility.
- Ensure that recipients sign delivery receipts and designations are verified.
- Ensure the safety of each item delivered.
- Log mileage and maintenance information on the company logbook.
- Accurately count and take inventory of documents and supplies to be collected or delivered.
- Communicate effectively with both the sender and receiver of items.
- Perform all duties within HIPAA regulations.
- Perform other duties and support to the organization as assigned.

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

- High School Diploma or equivalent
- Must have a Valid Driver's License and clean driving record
- Must be at least 21 years old
- Previous driver/courier experience is preferred
- Good knowledge of medical terminology, HIPAA regulations, ICD, and CPT coding.
- Customer service experience is a plus
- Passionate about healthcare efficiency
- Very punctual with strong time management skills
- Strong attention to detail and organizational skills
- Ability to problem solve customer issues
- Able to lift up to 50 lbs.
- Computer skills. Proficient with Microsoft Office products including Excel and Word.
- Maintain harmonious and cooperative working relationships with other LCTHC employees and the public.
- Be a strong team player and able to take initiative on projects.

### **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 80% of time is spent driving in a vehicle. Balance of time (approximately 20%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to 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 no more than 50 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an 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 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