



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT-REPOST

JOB TITLE: Phlebotomist/Laboratory Admitting Clerk/Phone Attendant (PRN)
SUPERVISOR: Laboratory Supervisor
LOCATION: Peter Christensen Health Center Laboratory
POST DATE: June 10, 2022
CLOSING DATE: June 24, 2022

General Description: The primary responsibility of this position is to coordinate the following functions: laboratory orders, chiropractor and laboratory patient appointments, telephone duties, patient relations, patient registration and handling of patient inquiries.

Qualifications: High School Diploma or equivalent required. Phlebotomy Certification preferred or willingness to obtain certification. Minimum of one-year work experience in a medical office setting collecting biological specimens preferred. Ability to obtain Basic Life Support (BLS) certification within 6 months of employment required. (This position is considered safety sensitive and requires a drug screen test for all substances including Marijuana)

Salary: \$14.50/hr.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Phlebotomist/Laboratory Admitting Clerk/Phone Attendant (PRN)

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Laboratory Supervisor

D. DESCRIPTION OF DUTIES: The laboratory admitting clerk greets patients upon arrival in the Laboratory Department as well as screens and directs incoming phone calls for PCHC. Specific responsibilities include but are not limited to the following:

1. Greet, register and announce to appropriate personnel, any visitors entering the Radiology, Laboratory and Chiropractic services area.
2. Collect biological specimens for analysis.
3. Represent PCHC positively throughout this encounter and work to create a comfortable and relaxed, yet professional and competent feel to the appointment desk and waiting area.
4. Promptly updates staffing roster, schedule changes and coordinate efficient patient flow.
5. Schedules Laboratory and Chiropractic appointments within the electronic medical record (EMR) system.
6. Answer all incoming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
7. Assist patients with questions regarding appointments.
8. Have working knowledge of and apply the concepts of medical terminology and abbreviations.
9. Calls patients for appointment reminder.
10. Print and mail rescheduled appointment reminder letters.
11. Monitor and update patient demographics.
12. Professionally address patient's questions. If unable to provide accurate responses to technical or department/specific questions, refer patient to appropriate personnel for assistance.
13. Assign and update patient's provider information.
14. Maintains strictest confidentiality according to HIPAA standards.
15. Attends meetings and educational activities as required.
16. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
17. Assist with implementation of AAAHC certifications and conducts appropriate follow up.
18. Communicates with laboratory staff when there is a patient for Laboratory services.
19. Uses the Harvest Laboratory Information System to verify the existence of current orders for the patient.
20. Obtains orders from the health care team when orders are not in the EMR system.

21. Release appropriate laboratory orders and obtains any necessary information, i.e. fasting or non-fasting.
22. Obtains necessary signatures from the patients: Advanced Beneficiary Notices (ABN), Human Immunodeficiency Virus (HIV) consents and responsibility waiver.
23. Assists patients with mobility deficiencies for specimen collection.
24. Directs the patient after lab work is completed.
25. Changes the location of the patient in the EMR and check the patient in and out of the Chiropractor schedule.
26. Communicates with the chiropractor when patients present for appointments.
27. Maintain a safe and efficient environment conducive to the well-being of patients and self, adhering to OSHA guidelines and regulations. Performs related and additional duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Tribal and Peter Christensen Health Center Staff.
2. **External:** Frequent contact with patients and all other personnel accessing PCHC.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Work independently with oversight from the Laboratory Supervisor.

H. EDUCATION: High School Diploma or equivalent required. Phlebotomy Certification preferred or willingness to obtain certification.

I. EXPERIENCE: Comprehensive knowledge of efficient appointment scheduling, customer service experience, computer operations and at least one year of work in a medical office setting preferred. Ability to obtain and maintain Basic Life Support (BLS) within 6 months of employment required.

J. SKILLS:

1. Above average organizational and critical thinking skills.
2. Venipuncture, capillary puncture and collection of other biological specimens.
3. Above average typing skills.
4. Have working knowledge of medical terminology and abbreviations.
5. Proper phone etiquette and professionalism.
6. Understanding and implementation of HIPAA standards.
7. To function effectively under stress and offer assistance to apprehensive patients, family members, and clinical staff in a professional manner.
8. Knowledge of administrative and clerical procedure including word processing, including managing electronic health records system.
9. Effectively participate as a team member by providing willing assistance to co-workers.
10. Ability to understand and follow written and verbal directions.
11. Must be dependable for work hours and flexible for clinic hours.
12. Must be able to follow all Tribal and departmental policies and procedures.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Fast paced ambulatory clinic environment.
2. **Exposure to Hazards:** May be exposed to situations where a patient’s behavior may create undesirable conditions. Potential exposure to communicable disease and blood borne pathogens.
3. **Physical Requirements:** Prolonged sitting with occasional standing and walking. Lifting up to 25lbs., occasionally and operating office equipment.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Phlebotomist/Lab Admitting Clerk/Phone Attendant to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employee must provide proof of immunity to measles, mumps, rubella, varicella at the time of employment and submit to a TB test. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire OR have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

Employee **Date**

Manager **Date**

Previously signed

Tribal Administrator **Date**

Previously signed

Human Resource Director **Date**