



CANONCITO BAND OF NAVAJOS  
**HEALTH CENTER**

PO Box 3338 / 129 Medicine Horse Drive – To’Hajiilee, NM 87026 INC.  
Phone (505) 908-2307 / Fax (505) 908-2310

**PATIENT REGISTRATION CLERK**

Position Description

<b>Department:</b>	Business Office
<b>Job Code:</b>	
<b>Pay Range:</b>	
<b>Hours/Week:</b>	40 hours
<b>Position Type:</b>	Full-Time/Temporary (90 days)

<b>Reports To (Title):</b>	Patient Services Manager
<b>Classification:</b>	Non-Exempt
<b>Effective Date:</b>	10/14/2022
<b>Revised Date:</b>	09/07/2023

**PERFORMANCE EXPECTATIONS**

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver’s license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

**POSITION PURPOSE**

This position provides full range of patient registration in determining eligibility for health services at no cost to the patient. Intakes and refers to alternate resource programs where appropriate. Assures accuracy of data entered and disseminated to other health care providers.

**ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES**

- Interviews patients to obtain pertinent patient registration information; verify insurance coverage on every patient encounter.
- Assists patients to complete and update forms to be entered into the RPMS.
- Explains the Patient Rights and Responsibilities, Privacy Act, HIPAA, Advance Directives, Assignment of Benefits, and other Medicare, Medicaid, and Private Insurance requirements.
- Determines the eligibility of patients seeking health care at CBNHC.
- Explains eligibility requirements to Non-Beneficiary patients.
- Determines eligibility for alternate resource programs by initiating Medicaid applications under the NM Medicaid and Presumptive Eligibility enrollment during the patient’s visit.
- Obtains documentation from patients to establish for services.
- Explains all Medicare requirements such as the Medicare Secondary Payer, Important Message for Medicare and Release of Information.
- Performs other duties as assigned.

**MINIMUM MANDATORY QUALIFICATIONS**

Experience

- Two (2) years of similar or related experience.

Education

- High School Diploma

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities as detailed above.
- Strong working knowledge of computers and software applications.
- Knowledge of a body of standardized rules, procedures, or operation that require considerable training and experience to perform the full range of patient registration assignments and resolve recurring problems.
- Excellent knowledge of healthcare setting.
- Knowledge of medical terminology and human physiology.



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Position Description

- A team player with excellent communication and interpersonal skills.
- Ability to communicate clearly and effectively with patients and other external parties in a courteous and friendly manner at all times.
- Must be able to maintain confidentiality at all times.
- Ability to perform other duties as assigned.

**PREFERRED QUALIFICATIONS**

- Bilingual skills in English and the Navajo language.
- Three to five years of clinical setting or equivalent experience in patient registration.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

**Mental Demands**

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

**OTHER**

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

**APPLICATION INSTRUCTIONS**

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest via one of the following methods:
  1. E-mail to [Humanresources@cbnhc.org](mailto:Humanresources@cbnhc.org)
  2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
  3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Human Resources at (505) 908-2307 ext.119

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.