



Certified Medical Assistant - Receptionist

Supervised by:	Chief Medical Officer (CMO)
Location:	Pierre, SD
Status:	Full-time (non-exempt)
Salary:	DOE

SDUIH OVERVIEW:

South Dakota Urban Indian Health, Inc. is a mission-driven nonprofit healthcare organization dedicated to delivering high-quality, patient-centered care through two full-time primary care clinics serving Native and urban communities across South Dakota. Headquartered in Pierre and operating in partnership with the Indian Health Service, SDUIH is committed to advancing the health, wellness, and quality of life of the communities it serves.

Joining SDUIH means becoming part of our Tiwahe — our family. We foster a supportive and empowering workplace culture built on equitable pay, flexibility, professional growth, and employee wellness. Our team members are valued as essential contributors to meaningful, community-centered healthcare transformation.

As part of our dedicated medical and support teams, you will play a vital role in improving patient outcomes, strengthening community health, and making a lasting difference in the lives of individuals and families every day.

SDUIH employees enjoy traditional benefits, such as:

- Holiday, PTO, Sick, and Wellness Leave
- Health, Dental and Vision Insurance options
- Life Insurance – provided by SDUIH
- Short-Term and Long-Term Disability provided by SDUIH
- Participation in a 401(k) with a company match

POSITION SUMMARY:

The Certified Medical Assistant/Medical Receptionist serves an instrumental role at SDUIH clinics, by supporting both clinical and front-desk operations to ensure patients receive high-quality care and a positive experience. As one of the first points of contact for patients, this position helps shape the patient's first impression of the clinic through professional communication, compassionate service, and efficient coordination of care.

Responsibilities include drawing, processing, running, and shipping laboratory specimens while working closely with the Lab Manager to ensure the CLIA-waived SDUIH lab operates smoothly and maintains safe, effective workflows. The position also supports clinical duties as needed and assists in maintaining high standards of patient care.

In addition, this role is responsible for greeting and communicating with patients and the public, scheduling and registering patients through the electronic health record system, answering phones, and providing general office and clerical support. The ideal candidate will possess strong multitasking abilities, excellent customer service skills, attention to detail, and either prior laboratory experience or the ability to quickly learn laboratory procedures and workflows.

This position reports to the Chief Medical Officer; however, directions may also be provided by medical providers, administration, and the Executive Director.

SKILLS & ABILITY:

- Enforce HIPAA requirements and maintain strict patient confidentiality in all communications and administrative processes.
- Professionally greet and assist patients and the public in person and over the telephone using clear, courteous, and articulate communication skills.
- Effectively multi-task and manage high volumes of incoming calls, patient interactions, and administrative duties in a fast-paced environment.
- Establish and maintain positive, professional relationships with patients, staff, and external agencies.
- Utilize general office equipment and computer systems proficiently, including RPMS/Scheduling GUI for patient registration and appointment scheduling.
- Understand and follow office practices, agency procedures, and step-by-step oral and written instructions with accuracy and attention to detail.
- Perform assigned clerical and administrative tasks efficiently while maintaining organized records and workflow processes.
- Operate and perform minor maintenance on office equipment while adhering to OSHA safety requirements and workplace standards.
- Participate in professional development opportunities, required training sessions, workshops, and team meetings, including travel as needed.

KNOWLEDGE OF:

- Knowledge of Native American culture, traditions, and culturally sensitive patient service practices.
- Knowledge of English grammar, spelling, punctuation, and professional written and verbal communication standards.
- Skilled in customer service etiquette and techniques, including professional interaction with patients, staff, and the public.
- Knowledge of basic arithmetic, cash handling procedures, and receipt processing techniques.

- Knowledge of private, local, state, and federal resources available for patient treatment, care coordination, and support services.
- Knowledge of federal reporting requirements, including Government Performance and Results Act (GPRA) and Uniform Data System (UDS) requirements.
- Knowledge of HIPAA confidentiality standards and OSHA safety rules and regulations.
- Understanding of funding sources and programs supporting patient registration and healthcare services.
- Proficient in computer applications and office software, including Microsoft Word, Excel, and related systems.

QUALIFICATIONS:

- Must be at least 18 years of age.
- Ability to successfully pass a federal background.
- Ability to provide valid Indian Preference documentation if claiming preference eligibility.
- Demonstrated professionalism, integrity, and the ability to serve as a positive role model within the community and workplace.

SUPERVISION:

Reports directly to the (CMO) Chief Medical Officer, however, also receives directions from medical providers, administration and the Executive Director.

RESPONSIBILITIES AND DUTIES:

Patient Registration staff will:

- Answer telephones and route telephone calls courteously and professionally. Check any voicemails left on answering machine in a timely manner.
- Discuss available appointment times with patients; both in person and telephonically and record scheduled and canceled appointments in RPMS and/or Scheduling GUI. Every patient visit must be checked in and out via RPMS/Scheduling GUI. Determine what patient needs to be seen for and with what empaneled provider. Inform patient what documents will be needed at time of visit.
- Record patient information into the Patient Registration portion of RPMS by obtaining information over the phone prior to the patient's visit when possible. Patient registration information must be verified at every visit and entered into RPMS prior to scheduling an appointment for the patient.
- Greet and direct visitors to appropriate staff.
- Provide new patients with all appropriate paper forms that must be filled out before their appointment; such as new patient packet, HIPAA NPP, AOB/ROI, Medical History form, etc. Provides information and answers questions regarding in-take form and process. Obtain copy of Photo ID, tribal enrollment, insurance card and scan into Vista Imaging.
- Review forms verifying their accuracy and completeness including, but not limited to, HIPAA signatures, tribal verification, income information, insurance coverage etc. Verify signature dates match dates entered in RPMS.
- Collect insurance or third-party payment information and make copies of information for chart/billing files. Verifies insurance, Medicaid and Medicare eligibility and coverage (including Medicaid referral cards). Update Medicare secondary payer forms every visit. Prepare billing sheets, do appointment reminder calls, verify insurance eligibility.

- Collect fees (co-pays), issue receipts and provide change.
- Complete daily balance report, have it verified and deposited at the bank. Responsible for cash box accuracy.
- Distribute incoming mail (sign for express mail or packages; i.e. Federal Express/UPS).
- Operate postage machines to affix postage to mail.
- Prepare electronic chart with current up-to-date complete paperwork needed to meet program policies and standards, including but not limited to billing sheet, progress notes, verification of tribal enrollment, copies of insurance coverage, etc.
- Prepare charts by attaching all needed paperwork to the billing sheet.
- File and retrieves a variety of materials to maintain office records.
- Monitor lobby area cleanliness and straighten magazines, etc. as needed
- Participate in front desk meetings and opportunities for professional growth.
- Back up any CHR duties as needed and perform other duties as assigned.
- Ability to maintain a flexible work schedule including evenings and weekends.

Standard Reporting Requirements:

- Completes and submits Daily Balance Sheet.
- Establishes and completes computer patient database system information within 1 day after patient contact. Provides reports upon request.
- Completes specialized reports at the request of the Executive Director or other members of Administration.

Physical Demands

- Involves direct and frequent contact with potentially unstable clients.
- Involves direct contact with clients who may have infectious diseases.

SDUIH has the right to amend this job description as operational needs dictate. SDUIH is an at-will employer.

HOW TO APPLY:

Interested individuals should email their resume and a completed application to Lonnie.Pickner@sduih.org. Applications can be found at <https://sduih.org/careers/>.

INDIAN PREFERENCE In accordance to IHS policy and Federal guidelines, preference will be given to qualified Indian applicants in accordance to Section 703 (i) of the Title VII of the Civil Rights Act of 1964. SDUIH is an Equal Opportunity Employer. Must be able to provide Indian Preference documentation if claimed