



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Patient Care Coordinator and Wisdom Super User
Lummi Tribal Health Center (LTHC)

OPEN: December 2, 2022

EXEMPT: Yes

SALARY: (9) \$26.48-\$29.32/hr. DOE

SHIFT: Day

LOCATION: LTHC

DURATION: Regular Full-Time

CLOSES: December 09, 2022

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: LTHC Dental

SUPERVISOR: Dental Clinic Manager

VACANCIES:1

JOB SUMMARY: The purpose of this position is to support the dental team by performing a range of clinical administrative functions concerning patient care and act as a liaison between the patient and healthcare team by allowing coordinated communication within the healthcare system. This position would also act as the Epic Super User and provide operational support for the Epic implementation, serves as a liaison between end-users, and department leader.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

ADMINISTRATION

1. Attend medical staff meetings to capture information concerning emergency room visits when dental related and follows up with patient(s)
2. Works with billing department to review all EPIC and EDR chart corrections, consents, and any additional documentation needed
3. Takes inventory of specialty dental supplies (i.e., Implants, burs, bone grafts, etc.), completes work orders and purchase order transactions
4. Completes work orders and purchase order transaction with all dental supplies
5. Reviews and monitors all oral and moderate sedation appointments and complex oral surgery cases to ensure all supplies are available day of appointment (i.e., implants, bone grafts, etc.)
6. Assists Dental Director and Clinic Manager with reports

PATIENT CARE

1. Ensure provider schedule is maximized to provide quality patient care
2. Reviews dental claims and processes them for approval
3. Completes pre-authorization letters to dental insurance agencies to receive payment
4. Assists with dental referrals and follow-up with patients and/or patient
5. Completes sedation pre-ops by updating medical history, gathering consents, and giving instructions before their dental appointment

WISDOM SUPER USER DUTIES

1. Lead, reinforce, and validate standard workflows, and best practices
2. Provide go-live and continued support for all users within the dental department
3. Serve as a resource for staff using Epic/Wisdom applications in their assigned support areas
4. Notifies department of upgrades and EPIC functionality changes and provides trainings to staff of related changes
5. Onboards and trains new hires

MINIMUM QUALIFICATIONS:

- High School Graduate diploma or GED, and
 - Three (3) years of experience in dental assisting; **OR**
- Associate degree in business management, healthcare administration, human services, or related field; and
 - One (1) year of experience in dental assistant, and
- Current CPR card, may obtain with 90 days upon hire
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

- Must acquire HIPAA training, and comply with confidentiality regulations, willing to train within 90 days of hire.
- Knowledge of Dental Terminology and Medical Records systems preferred.
- Must maintain strict confidentiality at all times.
- Ability to adhere to all professional guidelines, departmental rules, regulations, policies, and procedures set down in LTHC clinic by-laws
- Ability to interact and communicate with patients in a respectful and compassionate manner

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy
- This position requires regular contact with or Control over Indian Children and is therefore subject to an extensive Criminal Background Check and CAMIS Check.
- Must be fully vaccinated for COVID-19 including two (2) doses of a 2-dose series, or one (1) dose of a 1-dose series, plus 14 days beyond the final dose prior to the start date.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov. For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.