

Sisseton Wahpeton Oyate

Job Description

Job Title: Medical Support Assistant (MSA)

Reports To: Certified Nurse Practitioner

Organizational Unit: *Asniyapi* Field Health Primary Care Clinic (AFHC)

Hours / Salary: 40 hours per week – may require some flex time. Pay will range from \$18-\$24 per hour, depending on work experience and education

Summary: Employee's role is to perform duties that assist nursing and medical staff in the examination and treatment of patients and ensure efficient, smooth, sanitary, and safe operation in all service settings (*clinic, mobile clinic, community sites, jails, schools, home, and telehealth*)

DUTIES AND RESPONSIBILITIES:

1. Receives, admits, welcomes, and escorts patients into and within clinic settings
2. Answers telephone and assists callers with information, takes messages, screens and dispatches follow-up
3. Schedules patient appointments
4. Cleans and sanitizes exam rooms between patients and maintains sanitary environments of care in all patient and public areas, as well as personal workspace
5. Monitors environment of care for safety and security and follows established practices
6. Assists with inventory, stocking, ordering, receiving, and maintenance of supplies, materials, and storage areas
7. Performs office filing, record-keeping, and related functions
8. Assists patients in setting up their chart in the AFHC electronic health record. This duty includes verifying, entering, and scanning personal identifying information, health insurance, and beneficiary eligibility documents
9. During every visit check-in, whether in-person or virtual, validates and updates patient demographic information and insurance eligibility
10. Assists with patient assessments and attends the provider and/or nurse in the examination room in accordance with defined processes. The MSA may function within his/her scope of practice, training, and documented work experience to room, interview, record medical history, and take vital signs. Under the supervision of a Registered Nurse or Certified Nurse Practitioner, the MSA may perform point of care testing and document results in accordance with standard operating procedures

11. Transmits documents, materials, supplies, medications, and laboratory specimens to, from, and between AFHC and other sites as directed
12. Verifies that records are updated promptly and accurately in accordance with established policies, procedures and scope of practice. Scans patient records and uploads documents into the AFHC electronic health record as directed
13. Discusses care plan instructions with patients regarding treatment, medications, home-based care, and preventative lifestyle changes, as directed
14. Implements care plans developed by the AFHC providers; contacts and checks on patients for follow-up; and transmits status and concerns to the AFHC care team
15. Encourages patients to attend appointments and helps problem-solve barriers that may impede attendance
16. Provides information about community support services to address health-related social needs including transportation, housing, food insecurity, personal safety, and employment; then helps connect the patient to those resources
17. Facilitates patient transitions within and between health care settings through “warm hand-offs”, referrals, and informed consents / releases of information for continuity of care information exchange in accordance with defined processes

QUALIFICATIONS:

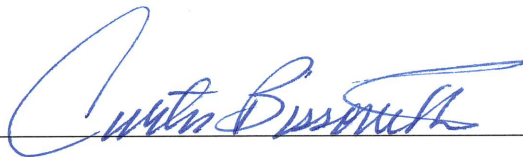
1. Certified Nursing Assistant (CNA) in good standing with the South Dakota Board of Nursing registry (*Certificate is required with application*)
2. Basic Life Support (BLS) / Cardio-pulmonary Resuscitation (CPR) (*Card or cards are required with application*)
3. Valid driver's license and personal vehicle liability insurance (*Copy of driver's license and proof insurance is required with application*)

SPECIAL CONDITIONS AND REQUIREMENTS:

1. Physically, mentally, and emotionally fit to discharge all duties (*with accommodations for short-term illness or injury and disability in accordance with the SWO Personnel Policies*)
2. Ability to effectively and courteously communicate and interact with a diverse range of people, including patients, health professionals, co-workers, and community members
3. Ability to work when *Asniyapi* Clinic is open for patient care, regardless of unscheduled, administrative non-weather-related work closures declared for Tribal Offices
4. Ability to operate computerized programs and systems to enter, modify, and retrieve sensitive medical and patient identifying information (PII) to or from electronic health records, scheduling systems, and reports
5. Interest in and ability to learn and utilize basic medical terminology to record and relay patient messages and provider requests pertaining to the medical care plan

6. Critical thinking skills to work independently and accomplish tasks, identify and promptly address concerns and safety risks, and exercise good judgment when promptly communicating and elevating issues for resolution
7. Lives and promotes an alcohol, tobacco, and drug-free lifestyle, which will be verified by initial pre-employment, annual, and random drug screens
8. Consents to and passes Federal background check and character investigation required to have regular contact with and control over Indian children and vulnerable adults
9. Complies with all applicable state, federal and local statutes, and regulations, including those that protect health and personally identifying information, confidentiality, and privacy, as well as ethical obligations, and professional standards
10. Work experience on the Lake Traverse Reservation, knowledge of Tribal Government business practices, and familiarity with resources available to Tribal citizens
11. Complies with policies and procedures that protect the public from transmission of communicable diseases, including immunizations, vaccinations, COVID-19 screening, TB tests, isolation and quarantine, and use of personal protective equipment.
12. Reliable personal transportation and ability to travel to multiple settings throughout the community
13. Flexible schedule may be required, including evenings and weekends. Possible activities include urgent patient needs and community outreach events

Salary: \$18 – 24 per hour

Approved  Date 7/29/25