

Maple Street Clinic
109 E. Maple, Gillespie, IL 62033
217-839-1526 ~ Medical/Behavioral
217-839-1538 ~ FAX
217-839-4110 ~ Dental



Morgan Street Clinic
1115 Morgan St., Carlinville, IL 62626
Medical/Behavioral ~ 217-854-3692
FAX ~ 217-930-2293
Dental ~ 217-854-6823

Administrative Office ~ 205 Oakland Ave ~ Carlinville, IL ~ 217-854-3223 (p) ~ 217-854-3225 (fax)
St. Francis Way Clinic ~ 805 St. Francis Way ~ Litchfield, IL 62056 ~ 217-250-2380 (p) ~ 217-250-2385 (fax)
Columbian Blvd. Dental Clinic ~ 125 W. Columbian Blvd. South ~ Litchfield, IL 62056 ~ 217-250-2360 (p) ~ 217-250-2365 (fax)

Career Opportunities as of March 5, 2024

Applications are available for pick up from MCPHD's Human Resources department and are also available online at: <https://mcphd.net/careers/>

Applications and resumes can be dropped off at any MCPHD location or emailed to: humanresources@mcphd.net

Medical Records Coordinator

Department: Administration

Reports to: Compliance Officer

Non-Union Position

The Medical Records Coordinator is a member of the administrative team and works closely with outside entities and staff throughout the organization. The duties and responsibilities of the Medical Records Coordinator are management of medical, behavioral, and dental records. The Medical Records Coordinator is responsible for records releases and compliance with state and federal regulations as well as HIPAA standards. The Medical Records Coordinator will understand and fully support the mission, vision and value statements of Macoupin County Public Health Department. The Medical Records Coordinator will also be responsible for assisting the Administration with other duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- High School graduate or equivalent (required)
- Completion of medical terminology course (preferred)
- At least 2 years of experience in Medical Records (preferred)
- Basic managerial and business skills including effective verbal and written communication.
- Strong organizational skills
- Ability to be professional and courteous with internal and external customers at all times, including under stress.
- Ability to work both independently and as part of a team.
- Ability to communicate articulately and comprehend written and verbal communications.
- Willingness to learn and take on new challenges, roles, and duties.
- Strong organizational skills and communication skills required.
- The ability to maintain satisfactory working relationships with other employees and the general public is a must.
- Ability to be mobile without any limitations or restrictions.
- Must be able to lift a minimum of 50 pounds.
- Must be able to perform CPR and any life-saving techniques.
- Must be up-to-date on immunizations and vaccinations.

ILLUSTRATIVE EXAMPLE OF WORK

- Works closely with administration and staff to support the requests from patients and outside entities with obtaining records to support the patients care.
- Retrieve, collect and prioritize all requests for records made through the organization, patients and affiliates.
- Record and track all records requests, releases and authorizations within the Electronic Medical Record system.
- Verify legitimacy, accuracy and authority of all such requests and then process and invoice as appropriate.
- Abide by, adhere to, and conform to all applicable organizational, local, state, federal regulations include 42CFR Part 2.
- Review, develop and implement standards and procedures for processing medical, behavioral, and dental records requests with administrative support.
- Maintain an up to date understanding of applicable policies, processes, laws and regulations.
- Report breaches, instances of non-compliance, patient complaints, problems or similar instances to supervisor in an effort to protect patient HPI.
- Assist patients, staff and affiliates with medical records requests and questions.
- Participate in improving quality throughout the organization.
- Support the Macoupin County Public Health Department and work closely with clinical teams to improve the medical, behavioral, and dental programs internally.
- Maintain confidentiality and protect the organization by abiding by laws and principles related to confidentiality.
- Maintain compliance with Macoupin County Public Health Department policies and procedures.
- Other duties as assigned.

Medical Assistant

Department: Medical/Behavioral Health

Reports to: Clinical Director

Union Position

Medical Assistant will perform a wide variety of activities, which will include both direct patient care of all ages and office functions. Direct care will be both in the clinic and over the phone. Medical Assistant will be required to complete tasks involving the use of assessment, planning, intervention, and evaluation skills. All patient care is provided under the direct supervision of the physician and/or mid-level providers. Reports to the Clinical Director.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Graduate from an accredited Medical Assistant program required and Medical Assistant Certificate preferred.
- Coursework in pharmaceuticals and medication administration is preferred.
- Knowledge of prior authorizations preferred.
- Basic Life Support (BLS) - Required.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Ability to read and interpret reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Computer skills are required.
- Knowledge and experience with Electronic Medical Records is required
- Direct the flow of patients in the rooms.
- Ensure rooms are cleaned between patients, as well as cleaned and stocked at the end of each day.
- Collect/assist with collection of specimens, administer vaccines, administers injections, gives treatments, performs routine laboratory test and any other task as assigned by the provider.
- Maintain inventory of all necessary supplies, vaccines and medications, place orders and verifies deliveries.
- Assist providers with procedures as needed.
- Provide education to patients regarding all patient care.
- Ability to be mobile without any limitations or restrictions
- Must be able to lift a minimum of 50 pounds
- Must be able to perform CPR and any life-saving techniques
- Must be up-to-date on immunizations and vaccinations

ILLUSTRATIVE EXAMPLES OF WORK

- Interview patients and measures vital signs, such as pulse rate, temperature, blood pressure, weight and height and records information in patient's electronic health records.
- Schedule specialty appointments, processes referrals and complete prior authorizations.
- Inputs all data into electronic health records to maintain office and patient records.
- MA will be required to know and understand all State and Government

required measures.

- MA will assist in making sure that all quality measures are met and documented on every patient visit, providing the highest clinical standard of patient care.
- Medical assistants also engage in reception activities, greeting and assisting patients and visitors and help complete the business side of a patient visit.
- Physical endurance which includes lifting heavy objects (up to 50 pounds), bending, squatting and standing for extended periods of time
- Good knowledge of safety procedures as well as experience working with chemicals, good handling of tools, mechanical skills and adherence to safety measures
- May be exposed to bodily fluids in the event of emergencies but not as a normal part of the job
- Will receive immediate training on HIPAA regulations and will maintain an up-to-date knowledge of all HIPAA policies and procedures.
- Willingness to be cross trained to provide other integrated services as needed.
- Has read, reviewed, and agreed to work and support the mission statement of MCPHD.
- Satisfactorily completes training for job responsibilities.
- Reports any suspected child abuse/neglect to the Department of Children and Family Services (DCFS).
- Other duties as assigned.

Front Office Assistant –Medical/Behavioral Health/Dental
Department: Medical/Behavioral Health/Dental/Centralized Scheduling
Reports to: Clinical Director
Union Position

Office Assistant is responsible for scheduling patients, greeting patients/visitors, ensuring information is obtained and entering all relevant data into EHR. Office Assistant will provide optimum attention to the needs and concerns of our patients/visitors at all times. Reports to the Clinical Director.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- High School diploma or GED
- Office experience required. Medical and/or dental office experience preferred.
- Computer knowledge and work experience required
- Good organization skills and good communication skills required
- Basic Life Support (BLS)
- Ability to be mobile without limitations or restrictions in order to move from workstation to workstation; reach telephones and computer boards; bend over to file.
- The ability to lift up to 50lbs is required.
- The ability to sit for lengthy periods is required.
- May be exposed to bodily fluids during emergencies, but not as a normal part of the job.
- Computer skills are required
- Friendly, polite and outgoing with patients/visitors
- Good skills at being attentive to the needs of patients/visitors and co-workers.
- Knowledge and experience with Electronic Medical Records is required
- Must be up-to-date on immunizations and vaccinations
- Dependable and Consistent

ILLUSTRATIVE EXAMPLES OF WORK

- Obtains necessary information and completed forms to complete an accurate registration process for all patients being seen in the clinic.
- Verifies all information obtained is complete and accurate.
- Enters information into the Practice Management system, to ensure that patients are registered appropriately, and billing can be completed in a correct and timely manner.
- Communicates timely and accurately with all Provider and support staff to help direct patients to their rooms or operatories to be seen.
- Answers phones appropriately, timely and provides necessary information and/or obtains necessary information. Returns calls in an appropriate manner.
- Schedules appointments as needed for patients.
- Flexible when needed when scheduling changes occur.
- Maintains a daily deposit bag and balances it daily.
- Monitors equipment and takes necessary steps to get repairs made when needed.
- Monitors supplies and takes necessary steps to replenish as needed.
- Maintains manuals as needed.
- Communicates necessary information with other staff as needed.
- Performs other duties as assigned consistent with those outlined above.
- Assist providers with procedures as needed.
- Provide education to patients regarding Health Center policies and procedures.

- Front Office Assistant will assist in making sure that all measures are met and will document their part during the registration process
- Front Office Assistant is required to know and understand all State and Government required measures
- Other duties as assigned

Dental Assistant

Department: Dental

Reports to: Dental Director/Lead Dental Assistant

Union Position

The Dental Assistant is responsible for working closely with the Dentist, Lead Dental Assistant and Hygienist as needed. They will assist in providing dental care to the patients, perform duties chair side, four handed dentistry area. Dental Assistants will treat patients with courtesy and respect in a professional manner.

EDUCATION, EXPERIENCE AND SKILLS

- High School diploma or GED
- 1-year EDR Computer knowledge and work experience beneficial
- Good organization skills and good communication skills required
- Ability to deal professionally with patients and others in various situation
- Ability to handle instruments and materials carefully and safely
- Ability to perform Basic Life Support (BLS)
- Requires ability to be mobile without limitations and to stand for long periods of time.
- Ability to lift up to 50lbs is required.
- Ability to handle intermittent sitting, bending and reaching.
- Must be up-to-date on all immunizations and vaccinations.

ILLUSTRATIVE EXAMPLES OF WORK

- May be exposed to bodily fluids during routine duties; must always wear required PPE
- follow proper exposure safety procedures
- Perform digital radiography procedures and must follow related safety guidelines.
- Ability to plan ahead and anticipate issues
- Must maintain appropriate knowledge of dental assisting through ongoing education and/or training
- Good skills at being attentive to the needs of patients/visitors and co-workers.
- Dependable and Consistent with strong effective communication.
- Consistently displays integrity, self-awareness, ownership and responsibility.
- Dependable and Consistent
- Must consistently demonstrate a high level of Integrity, self-awareness, ownership, and responsibility.
- Must consistently demonstrate gratitude and empathy.
- Ability to delegate and be a team player, offering resources and autonomy to teammates. Strong coaching and monitoring skills, holding team members accountable.
- Desire to positively motivate their team members and provide them with positive direction, diffusing conflict or drama to promote a healthy, happy working environment
- Other duties as assigned

Registered Dental Hygienist
Department: Dental
Reports to: Dental Director
Union Position

Responsible for removing plaque from and polishing a patient's teeth during a routine checkup. Screening patients, reviewing a patient's oral health history and teaching appropriate brushing and flossing techniques. Provide services based on prevention and the hygiene of the mouth, teeth and gums. Identify and treat early signs of gum disease.

Reports to the Clinical Director and Assistant Dental Director.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Completion with diploma from a recognized Dental Hygiene Program State of Illinois License
- A minimum of 1 year of supervised experience providing direct service in a clinical setting
- Maintains certification through appropriate credentialing organizations
- Must possess professional knowledge of oral health principles, practices and processes
- Computer knowledge and work experience beneficial
- Good organization skills and good communication skills required
- Ability to deal tactfully with patients and others in various situation
- Ability to handle instruments and materials carefully and safely
- Ability to perform Basic Life Support (BLS)
- Requires ability to be mobile without limitations and to stand for long periods of time.
- The ability to lift up to 50lbs is required.
- The ability to handle intermittent sitting, bending and reaching.
- May be exposed to bodily fluids during routine duties; must always wear gloves, safety goggles and other related safety equipment and follow proper exposure safety procedures
- Deals with radiography procedures and must follow related safety guidelines.
- Friendly, polite and outgoing with patients/visitors
- Ability to plan ahead and anticipate issues
- Dependable and Consistent
- Must be up-to-date on all vaccinations

ILLUSTRATIVE EXAMPLES OF WORK

- Provide professional dental care to the patient
- Works closely with the Dentist and/or Hygienist as needed
- Performs duties in the chair side, four handed dentistry area
- Contributes to the goal that patients are treated with courtesy and respect in a professional manner by all dental staff
- Other duties as assigned.

Public Health Dental Hygiene Practitioner (PHDH)

Department: Dental

Reports to: Dental Director

Non-Union Position

This is dental work at the practitioner level in the care and treatment of the teeth and gums of patients in the Macoupin County Dental Health Clinics and/or mobile units. Employees in this position provide educational, preventative and therapeutic, and intra-oral services. Employees perform hygienist duties independently, such as examining teeth and other oral structures, cleaning teeth, applying sealants, and topical fluoride and performing radiological procedures under the collaborative of a General Dentist. Employees additionally maintain records of dental treatment. Employees may be assisted by support staff in the dental clinic. Employees in this position must work at multiple health centers and/or mobile units and on varying shifts as assigned based on health center needs and must work independent of the collaborating dentist. Staff in this position must perform practices of a Public Health Dental Hygienist without authorization, assignment or examinations by a dentist, but under policy, protocol, and collaboration from a General Dentist. Reports to the Dental Director.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- Must practice under collaborative with General Dentist as established by MCPHD
- Completion with diploma from a recognized Dental Hygiene Program State of Illinois License
- PHDH Certification with the Illinois Department of Public Health
- A minimum of 1 year of supervised experience providing direct service in a clinical setting
- Maintains certification through appropriate credentialing organizations
- Must possess professional knowledge of oral health principles, practices and processes
- Principle and practices of preventative medicine as they apply to dental hygiene
- Technical dental treatment procedures and dental nomenclature
- Public Health concepts and dental hygiene practices and procedures such as sterilization and care of dental instruments
- Current infection control procedures, bloodborne pathogen standards and OSHA regulations
- General office procedures, patient flow and standard clerical operations as they apply to a dental clinic
- Computer knowledge and work experience beneficial
- Good organization skills and good communication skills required
- Ability to deal tactfully with patients and others in various situation
- Ability to handle instruments and materials carefully and safely
- Ability to perform Basic Life Support (BLS)
- Requires ability to be mobile without limitations and to stand for long periods of time.
- The ability to lift up to 50lbs is required.
- The ability to handle intermittent sitting, bending and reaching.
- May be exposed to bodily fluids during routine duties; must always wear gloves, safety goggles and other related safety equipment and follow proper exposure safety procedures
- Deals with radiography procedures and must follow related safety guidelines.
- Friendly, polite and outgoing with patients/visitors
- Ability to plan ahead and anticipate issues
- Dependable and Consistent

ILLUSTRATIVE EXAMPLES OF WORK

- Works independently with patients
- Oral Hygiene instructions, group classes on oral health, nutrition counseling related to oral health

- Assesses dental condition and needs of patient including examining head, neck, and oral cavity for disease; uses patient oral cancer screenings, conducts dental charting and periodontal charting for diagnosis and treatment
- Delivers direct patient care to patients using delineated public health dental hygienist procedures per collaborative; takes impressions of teeth; administers local anesthesia under the direct supervision of a dentist, performs treatment procedures such as oral prophylaxis, scaling, root planning, curettage, polishing, places chemotherapeutic medicaments and subgingival agents, conditions teeth for and applies protective topical agents, sealants and fluorides and related procedures within scope of practice for public health dental hygiene practitioners
- Takes and processes dental digital x-rays using imaging software; operates the electronic health records system to submit billing requests and to manage existing health center patient treatments
- Develops and implements individualized dental care plans for patients; performs patient/family education including good oral hygiene, flossing and brushing techniques, and nutritional counseling; performs discharge planning
- Make referrals; follow up on referrals
- Assists with emergency measures for sudden adverse developments during treatment of patients
- Assists in preparation of patient care areas; attends meetings, prepares reports and assists as required with triage and/or office duties such as scheduling
- Orders and maintains dental hygiene instruments and supplies
- Instructs children and adults in the health center, at schools and in the community on proper dental care and oral hygiene; promotes maintenance of oral health between visits
- Fluoride varnish or silver diamine fluoride applications for pediatric patients
- Works closely with the Dentist and/or Registered Dental Hygienist as needed
- May direct activities of support staff and may provide Health Education training on a quarterly basis
- Knowledge of all Macoupin County Public Health personnel policies and procedures
- Contributes to the goal that patients are treated with courtesy and respect in a professional manner by all dental staff
- Performs other duties as required or assigned

LCSW Licensed Clinical Social Worker
LCPC Licensed Clinical Professional Counselor
Department: Behavioral Health
Reports to: Clinical Director
Non-Union Position

The LCPC or LCSW is responsible for providing direct patient care including assessment, educational and therapeutic mental health services to children, adolescents and adults as allowed within their scope of service. The LCPC or LCSW works as part of a collaborative team and works in conjunction and consultation with a licensed Psychiatrist and a Family Practice Physician. Reports to the Clinical Director

EDUCATION, EXPERIENCE AND SKILLS

- Graduate of accredited program for Master's Degree Counselor.
- Current Licensure to practice in the state of Illinois. Must be certified to work with children and adults.
- At least one year of supervised experience providing direct service in a clinical setting.
- Experience in an integrated behavioral health and primary care organization a plus.
- Maintain certification through appropriate credentialing bodies.
- Must possess professional knowledge of psychiatric principles, practices, and process gained through extended clinical study and experience in order to provide psychiatric care to clients.
- Must possess the ability to maintain strict client and organizational confidentiality, adherence to standards for mental health record keeping and HIPAA requirements.
- Must possess excellent communication skills.
- Ability to be mobile without any limitations or restrictions
- Must be able to lift a minimum of 50 pounds
- Must be able to perform CPR and any life-saving techniques
- Must be up to date on all required vaccinations

ILLUSTRATIVE EXAMPLES OF WORK

- Provide mental health assessments, education and treatment plans in identified areas and maintain appropriate health records.
- Provide therapy consistent with medical evaluation, treatment plan and current standard of practice.
- Refer clients for more specialized or inpatient interventions as clinical situations dictate
- Participate in a team management approach to patient care/treatment.
- Familiarity with financial plans, Medicaid, Medicare and all private insurance companies.
- Strong organizational skills and communication skills required.
- Ability to maintain satisfactory working relationships with other employees and general public is a must.

Transportation Dispatcher

Department: Macoupin County Public Transportation

Reports to: Transportation Director

Union Position

With supervision and direction from the Transportation Coordinator(s) and guidance from the Transportation Director and Administration, performs dispatching and clerical support duties for Transportation Department.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- High School Diploma or equivalent.
- Two (2) years of customer service experience (transportation preferred).
- Four (4) years' previous work experience.
- Good communication skills: verbal and written.
- Must possess a valid Illinois Driver's License.
- Must have an acceptable, "clean" driving record.
- Must be able to pass pre-employment background check.
- Proof of valid, up to date vehicle insurance.
- Must be up-to-date on all immunizations and vaccinations.
- Must pass pre-employment and random FTA Drug & Alcohol testing requirements.

ILLUSTRATIVE EXAMPLE OF WORK

- Primary focus on providing front line customer service phone service support.
 - Respond to customer requests.
 - Offer solutions to meet customer needs.
 - Thoroughly and adequately record customer ride requests.
 - Ensure accurate data entry to ensure a positive customer experience and accurate billing and payment.
 - Communicate with customers, service partners, staff, and fellow health department employees in a professional, effective manner.
 - Interactions with multiple departments and locations required.
- Provide phone and electronic contact support for drivers.
- Will receive immediate training on HIPAA regulations and maintain an up-to-date knowledge of all HIPAA policies and procedures.
- Willingness to be cross trained to provide other integrated services as needed.
- Must be comfortable and confident working in a fast-paced environment.
- Must possess strong communication skills with the ability to collaborate well with others to achieve the best results possible, manage your own time wisely, and work well independently and as a team player.
- Has read, reviewed, and agrees to work and support the mission statement of the MCPHD.
- Satisfactorily completes and attends training required for job responsibilities.
 - Including, but not limited to, mandatory quarterly staff training.
- Availability to relieve other dispatchers' vacations/time off, requiring a temporary schedule change.
- May require some reporting and analysis, as well as monitoring electronic logs for validity and compliance.
- Learn and understand technology, software, procedures, vehicles, and other items/tasks as assigned or deemed necessary.
- Work as a team to ensure a safe work environment, achieve company goals, meet deadlines, properly and promptly address issues and opportunities, and provide a positive experience for staff and customers.
- Must possess problem solving willingness and capability.
 - Assist with route assignments and scheduling conflicts as needed.

- Work with management, fellow dispatch, and drivers to resolve issues as they arise.
- Must be a conscientious worker, self-motivated, and detail oriented.
- Possess a general understanding of the geography of Macoupin County.
- Report any suspected child abuse/neglect to DCFS.
- Performs other duties as required or assigned.