

JOB DESCRIPTION

Job description for: Health Information Clerk (Full-time)

Reports to: Medical Records Lead
Health Information Manager

Responsibilities: The medical record is key to empowering the delivery of timely, quality patient care. The job duties of health information personnel are critical. Responsibilities include ensuring quality, accuracy, accessibility, security and confidentiality of health information in both paper and electronic systems. Requires adherence to instructions and pre-established guidelines to perform the functions of the job.

... Ensure quality, accuracy, accessibility, security and confidentiality of personal health information in both paper and electronic systems.

... Promotes a collaborative environment. Ability to receive and share work among co-workers to ensure timely completion.

... Ability to set and organize own work priorities, and adapt with change. Work concurrently on a variety of tasks/projects in an environment consisting of diverse personalities and work styles.

... Ability to work with interruptions and perform detailed tasks while maintaining quality and quantity of work performed.

... Accurately performs document imaging tasks, including preparation, scanning, quality check, and validation while maintaining a production average consistent with the department norms.

... Ability to research location and contact information needed for retrieval and release of medical records and other data from healthcare providers, facilities, patients, and others involved in patient care.

... Responds to health records requests pertaining to treatment, payment or health care operations in accordance with policy, federal, and state regulations.

... Documents within the medical record clear and accurate facts related to job duties in accordance with policy.

... Prepares electronic medical record for scheduled visits including; scanning the paper record, updating chart status to electronic format, verification that the procedure education is complete, fax procedure orders to offsite surgical locations, print labels for patient consent and biopsy, prepares appointment report for procedures performed at offsite locations.

... Monitors previous days scheduled appointments. Ensures the chart status is accurately updated and the paper medical record is scanned.

... Processes and maintains deceased charts from obituary listings daily.

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- ... Processes and provides daily storage updates of retention of records as ordered.
- ... Responsible for processing all incoming faxes as distributed by the reception department.
- ... Answers, directs, and takes messages for telephone calls received by the medical records department.
- ... Retrieves and processes hospital mail from hospital locations.
- ... Deliver and retrieve patient records from hospital locations.
- ... Works in the "runner" position ensuring the flow of records and mail activities related to health information job functions.
- ... Reviews medical records to determine reason for recall and process recall according to guidelines.
- ... Possesses skills and ability to accurately perform data entry of laboratory results for studies ordered by DHC providers.
- ... Retrieve images of diagnostic studies, convert file format, and combines with narrative reports for studies ordered by DHC providers.
- ... Monitor and reconcile patient records that fail to match via interface systems.
- ... Monitors scheduled clinical procedures to ensure timely filing of procedure forms and procedure tracings.
- ... Faxes visit reports to recipients identified by providers. Locates and correct missing or incorrect fax numbers.
- ... Ensures completion of final procedure report generated at outside facility (TVSCA) by DHC physicians and returns report as required.
- ... Processes incoming and outgoing mail. Researches address and delivery problems resulting in mail returned to sender.
- ... Skillful in providing technical support to patients and office staff relating to patient portal enrollment, navigation, and functionality in person and over the telephone.
- ... Questions discrepancies in workflows and seeks clarification from appropriate resources.
- ... Mentors and assists with employee training for functions related to health information activities.

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... Demonstrated ability to use a standard desktop and Windows based computer system, including a basic understanding of email, internet, and computer navigation. Ability to use other software and web based applications as required to perform the essential functions of the job.

... Demonstrated ability to use office equipment including a basic understanding of photocopiers, fax machines, printers, scanners, multi-line telephone, and postage equipment.

... Attends and actively participates in department meetings and proactively follows up with management if absent from meetings.

... Attends all staff inservices and meetings as scheduled.

... Understands and consistently demonstrates compliance with HIPAA, OSHA and company policies, rules and regulations. Successfully completes education and training activities.

OTHER DUTIES

... Assists in development and implementation of improved workflow processes. Suggests ways to continually improve quality, productivity, expenses, and workflows.

... Participate in testing for system upgrades, system builds and system fixes. In partnership with IT, test upgraded systems prior to production implementation.

... Performs special projects as requested by managers or leads.

... Actively strives to gain and sustain a solid knowledge of workflow, policy and procedure.

... Performs other duties as assigned.

Education/Experience requirements:

1. Two years or higher of college education or two years of previous medical experience preferred or at least six months of DHC experience preferred.
2. Previous experience with electronic medical records or scanning preferred.

Skill requirements:

1. Effective and pro-active communication and verbal skills
2. Ability to adapt to evolving workflows and job duties
3. Knowledge of grammar and spelling
4. Medical terminology a plus
5. Strong computer knowledge and typing skills
6. Ability to complete job duties with accuracy
7. Analytical aptitude

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Essential functions of the job:

1. Daily work may involve substantial movements (motions) of the wrist, hands, and/or fingers, keyboarding. Able to lift up to 50 pounds. Includes stooping, reaching, standing, walking, pushing, pulling, grasping, feeling, talking, hearing, repetitive motion, sitting for long periods of time.
2. The worker is subject primarily to inside environmental conditions and outside environmental conditions as needed.

Behavioral requirements:

1. Optimistic attitude
2. Promotion of positive teamwork environment
3. Professional conduct
4. Good attendance and timekeeping skills

Hours:

Determined by manager based on department needs.

Job relationships:

Does not supervise any employees.
Supported by the Medical Records Lead in daily activities.
Supervised by Health Information Manager.

Job boundaries:

Reports to the Health Information Manager in all matters.
Reports to the Medical Records lead in absences of Health Information Manager.

EMPLOYEE ACKNOWLEDGMENT

BY MY SIGNATURE BELOW, I ATTEST that I have read and understood the job description for the position of Health Information Clerk.

Based on that information, I believe (check appropriate box):

- I can perform the essential functions and duties of this position with or without a reasonable accommodation.
- I am not able to perform this job with or without a reasonable accommodation.

BASED ON THE ABOVE INFORMATION and box checked, I hereby certify that all my statements and information related to the employment process are true and complete, and the failure to answer any questions or failure to answer truthfully and completely may result in my termination or not being hired.

APPLICANT/EMPLOYEE SIGNATURE: _____ DATE: _____

SIGNATURE OF HIRING AUTHORITY: _____ DATE: _____