

## Medical Records Clerk

*Reports to Manager, Medical Records*

### GENERAL FUNCTION:

Under immediate supervision, the Medical Records Clerk performs clerical and administrative functions to assist and support providers, medical staff and medical support staff in the provision of medical care which includes patient referrals, and maintaining patient records in an accurate, organized and readily retrievable manner.

The Medical Records Clerk acts as a support to members of the PCMH Care Teams. The Medical Records Clerk, under the direction of the Medical Records Manager, will work cooperatively with and interact with the patients and other team members to assist in the coordination of patient care and to achieve the stated patient and PCMH Team goals and objectives. PCMH goals and objectives include increased access to patient care, high quality patient care, and patient self-management of care.

### DUTIES:

#### PCMH Duties

- Attends and actively participates in the monthly department meetings. Monthly Team Meetings might include reviewing: staff schedules, defining work to be done, clarifying roles, team building exercises, quality improvement process changes or performance measures.
- When appropriate, welcomes patients by greeting them, in person or on the telephone; answering or referring phone inquiries.

#### Clerical/Administrative Duties

- Supports patient care delivery by assisting health care providers with clerical and administrative duties:
  - Checks, records/documents phone messages appropriately on phone logs and in the EHR, as appropriate. Returns phone calls as required and/or as directed by medical providers.
  - Oversees and is responsible for managing the Patient Referral Processes (external and internal) as appropriate and/or assigned.
  - Oversees and is responsible for requesting and receiving NHA requests for Information/release of Information/Medical Records Requests from other health

care providers utilizing fax, phone, electronic, and/or paper methods, as appropriate.

- Checks, records and/or documents (electronic, written or telephone). Requests for Information/Release of Information/Medical Records Requests from hospitals, clinics, physicians, or agencies. Gathers information, pulls charts/documents for Requests for Information/Release of Information/Medical Records Requests. Scan, fax, e-mail or mail records to requesting agencies or physicians' offices, as appropriate.
- Scan, index, and track all laboratory work, procedures, testing, dictation and medical data from hospitals, clinics, physicians, as appropriate and/or assigned. Ensure proper placement in the EHR.
- Assists with and locates information and reports that are not in the medical record.
- Pulls purged charts for audits as needed.
- Performs miscellaneous clerical duties including copying, filing, phoning, emailing, faxing, organizing, etc. Channels information (forms, electronic messages, oral requests) to the appropriate person.
- Assists with transcription services with the Medical Department. May perform Scribe duties if trained and assigned.
- Assists in the generation of revenue by ensuring accurate and complete documentation of care and treatment in the EHR; completes insurance forms as requested; and responds to insurance and other third-party inquiries.

### **General Duties**

- Maintains patient confidence and protect the operations by keeping patient care information confidential.
- Serve and protect the patients, medical provider, organization and self by adhering to professional standards; policies and procedures; federal, state, and local requirements.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Participates in QA meetings and duties as assigned.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing precautionary maintenance; requesting maintenance; calling for repairs.
- Maintains safe, secure, and healthy work environment by following, and enforcing standards and procedures; complying with legal regulations.

- Perform related work as required or requested by manager.

**Attendance:**

- Regular physical attendance at the worksite(s) is an essential function of this position as guidance and training of staff and client interaction cannot be performed remotely.

Performs other duties as assigned

**QUALIFICATIONS:**

- Must be knowledgeable of medical records practices and utilization management
  - Knowledge of medical record chart, forms and procedures
- Prefer medical records technician certification, and/or current certified and/or registered medical assistant with a minimum of one year experience working in an office or clinical setting.
- Prefer a minimum of one year experience working as a medical records clerk or MA in an office or clinical setting.
- Typing skills of 35-40 accurate wpm
- Working knowledge of medical terminology
- Shows initiative and ability to use sound judgment in the absence of specific orders
  - Ability to maintain patient confidentiality.
- Possesses the personal maturity and emotional intelligence to be able to manage working under demanding and challenging clinical circumstances.
  - Displays a pleasant and respectful manner when dealing with patients and staff
  - Exhibits patience, understanding and consideration for others
  - Able to work independently or as a member of a group
  - Strong team player with time management capabilities
  - Ability to prioritize
- Willingness to perform services of benefit and help to others.
  - Must be sensitive to cultural, religious, and ethnic diversity.

- Experience in working with medically indigent preferred.
- Effective organizational, communication, writing and listening skills.
  - Ability to communicate ideas.
- Possesses a neat and professional appearance.
- Flexible, willing to try new ideas.

Hourly Rate: \$13.00

Hours: Monday-Friday (8:00AM to 4:30PM)

Benefits: Medical, Dental, Vision, Company Provided Life Insurance, 10 paid holidays and 403B retirement plan