

JOB DESCRIPTION

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| POSITION TITLE: | Medical Records Specialist |
| LOCATION: | HOPE Clinic - Main |
| REPORTS TO: | Medical Records Manager |
| EDUCATION: | High School diploma or GED. Associates degree preferred. |
| WORK EXPERIENCE: | A minimum of one-year related experience; or an equivalent combination of training and experience. Experience in a medical office is preferred. |
| SALARY RANGE: | \$14.50-18.00/ Hour |
| FLSA STATUS: | Non-exempt |
| POSITION TYPE: | Full-Time |
| LANGUAGE: | Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred |

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political, national or social origin, etc.

JOB SUMMARY:

Appropriately and accurately verify and process requests for patient care, quality review, and audits in a timely manner. Accurately scan and index medical records to the appropriate patient chart. Release information to patients, healthcare facilities and other entities according to clinic policies and all laws and regulations in accordance to HIPAA.

MAJOR DUTIES & RESPONSIBILITIES:

- Appropriately and accurately pulls records for patient care, quality review, and audits in a timely manner;
- Observe confidentiality and safeguards all patient related information.
- Responsible for coordinating the release of medical information to insurance companies, lawyers, state, and federal agencies;
- Responsible for processing of subpoenas and court orders, at the direction of the Medical Records Specialist;
- Verify authorizations in accordance with hospital policy and procedures and state and federal laws;
- Ensure that all requests for records are stamped with date received and logged in the correspondence log book;
- Notify requester when records are available;
- Able to retrieve files from doctor's deficiency area as well as perm filing;

- Maintain a good working relationship within the department and other departments;
- Adhere to hospital requirements, policies, and standards;
- Provide excellent customer service;
- File all records;
- Answer main phone line in the department;
- Gather and organize examinee charts for examinations and depositions purposes;
- Sort and maintain electronic and or hard copies of charts and or medical report forms;
- Finalize completed charts by confirming all records are included and consolidates charts as needed to ensure no duplicates or unnecessary documents are stored;
- Prepare and ships records to physicians utilizing appropriate mailing sources (USPS, UPS, or Electronic) within required timeframes;
- Perform clerical duties such as typing, filing, emailing, and proofreading as required;
- Promote effective and efficient utilization of clinical resources and supplies;
- Protect examinee rights by maintaining confidentiality of personal and financial information at all times and in accordance with HIPPA regulations;
- Can commute to satellite sites to perform duties as needed;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Maintain patient confidentiality of all medical, financial, and legal information at all times;
- Report to work on time and as scheduled;
- Wear identification while on duty;
- Maintain regulatory requirements, including all state, federal and local regulations;
- Represent the organization in a positive and professional manner at all times;
- Comply with all organizational policies and standards regarding ethical business practices;
- Knowledge of health information management services;
- Strong organizational and interpersonal skills;
- Ability to determine appropriate course of action in more complex situations;
- Ability to work independently, exercise creativity, is attentive to detail, and maintain a positive attitude;
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work;
- Ability to complete work assignments accurately and in a timely manner;
- Ability to communicate effectively, both orally and in writing.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

High School diploma or GED. Associates degree preferred. Medical terminology knowledge preferred. A minimum of one year related experience; or equivalent combination of training and experience. Experience in a medical office preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred;
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed