



JOB DESCRIPTION: MEDICAL RECORDS SPECIALIST

SUMMARY: Maintains record of patient care by compiling, reviewing, and filing documentation of patient's condition, treatment, and health outcome.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Maintains medical records operations by following policies and procedures; reporting needed changes.
- offices for information verification; processing or creating the record folder.
- Ensures medical record availability by routing records to admissions and emergency departments, physicians, and other authorized staff; maintaining chart location systems.
- Completes medical record by reviewing information; notifying health care providers of record deficiencies and tracking outstanding records
- Completes requests for copies of medical records and mails as appropriate; coordinates charge record/invoice for medical record copies when appropriate.
- Facilitates chart reviews for outside organizations.
- Resolves medical record discrepancies by collecting and analyzing information.
- Maintains historical reference by abstracting and coding clinical data, such as diseases, operations, procedures, and therapies, using standard classification systems; filing documents.
- Prepares statistical reports by collecting and summarizing medical care and census information, such as types of diseases treated, surgery performed, and use of hospital beds.
- Provides medical record information by answering questions and requests of patients, hospital staff, law firms, insurance companies, and government agencies.
- Maintains patient confidence and protects hospital operations by keeping information confidential; following release-of-information protocols.
- Maintains the stability and reputation of the office by complying with legal requirements.
- Keeps equipment operational by following manufacturer's instructions and established procedures.
- Conserves resources by using equipment and supplies as needed to accomplish job results.
- Correctly scans and assigns appropriate codes to paper documents in patient medical record.
- Contributes to team effort by accomplishing related results as needed.

QUALITY IMPROVEMENT ACTIVITIES

(PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs)

- Participates in daily face-to-face huddles or reviews and signs document no later than 30 minutes after the start of the shift.
- Collaborates with team members and assists patients by reviewing and responding to all individually assigned Triages/ Documents/ To-do's daily.



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- Daily collaboration with team members and patients by reviewing and responding to all team assigned Triage/ Documents/ To-do's; including but not limited to Labs, CCD IN, N2N Exceptions and Care Co Doc tasks on MEDENT's Chart Central.
- Reviews fax IB and OB assigns appropriate codes and patient charts.
- Ensures patients who are overdue or approaching due for services are alerted using portal, letters and phone. Examples: Mammogram, Cervical cancer/pap, Colorectal cancer and Immunizations.
- Updates patient information using customized intake form, if necessary.
- Participates in quality improvement and utilization review activities.
- Assists with the identification of strategies to improve health outcomes with an emphasis on preventive interventions.
- Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.
- Participates in patient (or person) and family advisory council (PFAC).
- Refers patients to appropriate Community Resources.

QUALIFICATIONS:

- Associate's degree (A.A.) preferred or High school diploma with 1 - 2 years related experience.
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting.
- Must possess current CPR certification.
- Knowledge of medical terminology.
- Demonstrates competence in reacting to and handling emergencies.
- Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Commitment to excellence and high standards.
- Excellent written and oral communication skills.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Good judgement with the ability to make timely and sound decisions.
- Bilingual skills a plus.
- Ability to understand and follow written and verbal instructions.



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PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Understand and respond to a diverse population.
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Lift 25- 50 lbs frequently.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously.

WORK ENVIRONMENT:

- Works in a clinical setting where employee may be exposed to blood borne and airborne pathogens or infectious materials.

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Medical Record Technician

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Ted J. Triana, D.O.

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Signature

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Date

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Date