

MARQUETTE GENERAL HEALTH SYSTEM

JOB DESCRIPTION

POSITION: Health Records Specialist DEPARTMENT: Health Information Management (8960) 7510

SUPERVISED BY: Mgr., Med Rec Processing SUPERVISES: None  
EFFECTIVE DATE: January 1, 1994 JCC: 617

REVIEW DATE: 6/95; 3/98; 2/99; 1/00; 8/00; 9/01; 4/08 REVISED DATE: 1/94; 6/95; 3/98 2/99; 1/00; 8/00; 9/01; 4/08

PREPARED BY: Lawrence Wallace TITLE: Director, Health Info Mgmt.

RECOMMENDED BY: Jerry Worden TITLE: Sr. Vice President/CFO

APPROVED BY: David S. Smith TITLE: Senior Director/Hum. Res.

POSITION SUMMARY:

Coordinates the release of patient medical information to the customers of the Health Information Management department while maintaining the security and confidentiality of patient records. Represents the hospital in court in response to subpoenas/court orders for records.

POSITION ACCOUNTABILITIES/COMPETENCIES\*\*:

Does Meets Not Meet\*

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,5)
- 2. Utilizes excellent customer service skills at all times. (1,5)
- 3. Complies with federal and state law and accrediting and licensing agencies at all times, to include but not limited to, JCAHO and federal compliance regulations. (1,5)
- 4. Maintains the security and confidentiality of patient records and health information by determining the appropriate access to patient medical records according to established policies and procedures; obtains appropriate consents for release of information. (1,3,5)
- 5. Prepares and disseminates photocopies or facsimiles of patient records as needed for patient transfer, continuity of care, and administrative review. (1,3,5)

- 6. Prepares incoming correspondence for processing: opens and date stamps mail; verifies the completeness of patient authorizations; identifies medical record numbers and visit dates; determines portions of record requested to be released. (1,3)
- 7. Receives and accepts cash or credit card payments for copies of records. Accurately updates computer systems and cash box log regarding receipt of payment. (2,3,5)
- 8. Identifies, locates and retrieves medical records from divergent departments and locations within the MGH system as necessary to process requests for release of information. (1,3,5)
- 9. Processes routine requests for release of information through the review, identification and reproduction of appropriate portions of the medical record. (1,2,3,5)
- 10. Processes subpoenas and court orders for records, reviews and verifies records for completeness, and represents the facility in court in response to subpoenas/court orders for records. (1,2,4,5)
- 11. Contacts physicians to expedite the completion of medical records. (2)
- 12. Maintains a computerized data base of correspondence requests, invoices and activity. (5)
- 13. Notarizes affidavit and other documents as necessary for departmental needs. (2,5)
- 14. Assists in care and maintenance of department equipment and supplies. (5)
- 15. Assists in department staff development through training of staff, students and volunteers as assigned. (5)
- 16. Enhances professional growth and development through participation in educational programs, current literature, inservice meetings, and professional conferences. (5)
- 17. Participates and attends meetings and inservices as required and/or assigned. (5)
- 18. Performs other related duties as assigned or requested. (5)

\*Comment or data needed to support this.

\*\*Those activities that employees are required to and able to perform independently following procedure and/or criteria.

**POSITION QUALIFICATIONS:**

**Minimum Education:**

- Post high school specialized/vocational training

**Minimum Experience:**

- 6-12 months in medical office setting

**Preferred Experience:**

- 1-2 yrs medical record experience
- LPN or RHIT

**Required Course(s) Training:**

- Medical terminology course or equivalent knowledge

**Preferred Certification/Registration:**

- Certification as a Registered Health Information Technician (RHIT)

**Required Testing:**

- Medical terminology test; 80% accuracy

**Other Skills:**

- Requires the ability to read, write and communicate in English
- Basic keyboard skills and the ability to access and input data into computer programs
- Ability to operate office equipment such as computer terminal and printer, telephone, copier, fax machine and microfilm reader/printer
- Ability to sequence both simple and complex tasks in the correct order
- Ability to communicate clearly with MGH employees, medical staff and the general public regarding health information needs and concerns

**Physical Demands:**

- May require prolonged standing or sitting, frequent bending, reaching and stooping
- Requires the ability to lift up to 20 lbs. above waist level
- Requires normal vision range and the absence of color blindness
- Requires eye-hand coordination and manual dexterity
- Requires repetitive motion, including data entry, chart handling and retrieval of medical records

**Working Conditions:**

- Work is performed in a highly computerized office environment
- Subject to many interruptions and pressure due to multiple calls and inquiries

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- (1) The performance of this function is the reason that the job exists and is a critical activity.
  - (2) There are limited employees among whom the performance of this function can be distributed.
  - (3) This function occupies a great deal of the employee's time.
  - (4) This function is highly specialized. Employees are hired for the skill/ability to perform this.
  - (5) Failure to perform this function may have serious consequences.
  - (8) Exposure to bloodborne pathogens that requires use of personal protective equipment.

The above statements are intended to describe the nature and level of work being performed. They are not construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. (8960) 7510\_617