



**Creating and Inspiring Healthier Lives.**

Position Title:	Medical Records Clerk
Department:	Revenue Cycle
Supervisor:	Chief Clinical Operations Officer
Supervisory Responsibilities:	None
FLSA Status:	Non-Exempt

**Summary:**

This position is responsible for maintaining an efficient medical records filing system, making sure all health care information in the medical record files is current and up-to-date. This position performs duties requiring attention to accuracy, detail, and timeliness of records, files, and letters. Deals with sensitive information and maintains confidentiality according to HIPAA guidelines. Minimal public contact is required unless providing back up at reception desk and answers incoming phone calls pertaining to medical records information.

**All employees will exhibit the following behavioral traits:**

*Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

*Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

*Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

**Essential Job Responsibilities:**

1. Maintains a medical records filing system to manage a large volume of medical records;

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2. Pulls, distributes, collects, and re-files medical records for scheduled appointments, telephone message requests, medical reports (lab, x-ray, etc.);
3. Assures clinic charts are current, contain the appropriate forms, and all patient information is complete and in proper order per established policy/procedure;
4. Requires accurate filing of medical charts and documents;
5. Safeguards confidentiality of all client information and records according to HIPAA and Health Department Personnel Policies and Procedures;
6. Assures charts are kept secure per HIPAA guidelines and available to staff only on a need-to-know basis;
7. Requests for Medical Information will be reviewed, copied and mailed to appropriate person or agency per established policy/procedure and within the parameters of HIPAA compliance policies;
8. Uses medical practice software and performs data entry with varying degrees of complexity as pertains to job functions;
9. Photocopies and scans materials, as necessary;
10. Transmits documents and letters through fax and email, as necessary;
11. Participates in planning and implementing work unit activities that will enhance and improve the efficiency of the job;
12. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports;
13. Performs a variety of other duties as assigned; which may include but are not limited to: directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

### **Knowledge, Skills and Abilities:**

#### *Knowledge and understanding of:*

- Medical records
- Filing of medical records, medical terminology, and health information
- General medical office procedures and practices
- Accuracy and attention to detail
- Filing; data entry; word processing; advanced computer and organizational skills
- Use of office machines
- Extensive working knowledge of Microsoft Office software, (Word, Excel, Outlook); Internet and E-Mail
- English usage, spelling, grammar, and punctuation
- HIPAA and confidentiality
- Customer service and public relations

#### *Ability to:*

- Provide excellent customer service to the public in person or on the phone
- Maintain updated files
- Adhere to strict standards of confidentiality
- Work independently and as a member of a team
- Communicate effectively orally and in writing

- Follow verbal and written instructions
- Establish effective working relationships with fellow employees, supervisors, and the public
- Handle a large volume of requests
- Work with grace under pressure and stressful conditions
- Coordinate and prioritize multiple tasks
- Maintain concentration during continual interruptions
- Deal effectively with difficult individuals and situations

### **Education/Experience/Qualifications:**

#### *Education/Training:*

- High school diploma or GED with
- One (1) year of additional training or work-related experience in medical records or medical office experience preferred.

#### *Certifications:*

- Must possess a valid driver's license issued by the State of Montana.

### **Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

### **Physical Requirements:**

- 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.
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;

- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

**Working Conditions:**

- Work indoors in climate-controlled environment 95% of the time.
- OSHA Exposure Category #2 (*The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

**Work Hours:**

- Full-time, exempt. Typically a 40 hour workweek.

**Comments:**

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date