

Position Description:

Mental Health Resource Center is looking for a **Medical Records Clerk** at our Northside and Southside facilities. This facility provides inpatient and outpatient behavioral health services.

The primary objective of the Medical Records Clerk is to maintain health information of individuals served in a manner that ensures compliance with Renaissance Behavioral Health Systems (RBHS) and Mental Health Resource Center (MHRC) privacy and security policies and procedures.

The essential functions include but are not limited to:

- Ensures compliance with confidentiality policies. Maintains knowledge of HIPAA requirements regarding privacy and security of health information.
- Files and retrieves medical records.
- Receives requests for information and processes them in accordance with confidentiality and privacy policies and procedures.
- Answers telephone and assists callers by routing calls, taking messages, etc.

Inpatient Processing:

- Retrieves patient discharges from the inpatient units.
- Reviews records for completeness of documentation according to internal and external standards. Tracks documentation deficiencies and the completion of these deficiencies. Distributes records to clinical staff for correction of deficiencies on a regular established basis.
- Prepares monthly deficiency report to the Director of HIM.

Outpatient Processing:

- Assumes primary responsibility for answering incoming telephone calls.
- Serves as department receptionist assisting visitors in a courteous manner.
- Locates records needed for outpatient appointments. Validates record completeness.
- Monitors the receipt of transcribed reports and distributes appropriately.

Information Disclosure:

- Analyzes and reviews each request for disclosure of information for completeness and proper authorization. Notifies supervisor directly of any issues.
- Processes valid requests for disclosure in accordance with privacy and security of information policies and procedures. Maintains two-day turnaround for most requests. Processes telephone and in-person inquiries on a same-day basis.
- Submits requests to outside health care providers for records needed for continuity of care.
- Monitors receipt of payment for records.
- Responds to subpoenas appropriately.

Position Requirements:

In order to be considered, candidates are required to have a High School diploma.

Experience working in a medical records department or related healthcare environment preferred.

Computer experience related to healthcare industry preferred.

Proficiency in Microsoft Office Programs, email, and use of the Internet.

Must demonstrate the ability to file alphabetically and numerically with a high degree of accuracy.

Must demonstrate 100% accuracy necessary when processing medical record documents.

Must be able to communicate and write English clearly, legibly and correctly at the high school level in order to make entries and review the records of persons served.

Position Details:

Monday through Friday, 9:00am – 5:30pm (MHRC North)

Monday through Friday, 8:15am – 4:45pm (MHRC South)

These full time positions offer a comprehensive benefits package.