

Shared Service Center

Health Information Management

Job Description

JOB TITLE: HIM Clerk

GENERAL SUMMARY OF DUTIES – The HIM Clerk is responsible for the organization of the file area, retrieving and filing of paper patient records within the HIM Department, retrieving and reconciling medical records from ancillary departments and nursing units, copying medical records, and processing of loose reports. HIM Clerks will also be responsible for training physicians on Portal/hCare, reviewing and obtaining documentation for unbilled accounts. Processing accounts assigned to facility HPF work queues. The HIM Clerk is responsible for scanning and indexing late documentation received in the HIM department.

SUPERVISOR – HIM Director or Manager

SUPERVISES – N/A

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Retrieves discharged medical records from various nursing units and ancillary departments
- Assists in reconciling retrieved medical records against patient discharge listings to ensure receipt of all records within twenty-four (24) hours of discharge/visit
- Routes loose reports and/or late documentation to HSC Document Imaging area for scanning
- Scans and indexes loose reports/documents that are identified as critical to coding
- Pulls 60 facility paper medical records per hour as requested by customer(s)
- Files and/or re-files 120 facility paper medical records per hour as required
- Requests and returns paper records from off-site storage as applicable
- Retrieves and prints medical records from microfilm (as applicable)
- Trains physicians on Portal/hCare
- Processes accounts in assigned facility HPF work queues/routers
- Opens HIM mail and routes medical record requests to HIM document scanning
- Photocopies paper medical records as directed by the ROI staff
- Assists in the processing of walk-in requests for Release of Information
- Maintains or exceeds established productivity standards while achieving or exceeding established requirements for accuracy
- Assists in maintaining all equipment and supplies required in the provision of services in optimum operational status
- Practices and adheres to the “Code of Conduct” philosophy and “Mission and Value Statement”
- Other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Adaptability – maintaining effectiveness when experiencing major changes in work tasks or the work environment; able to adapt to change in environment and/or circumstances with a positive outlook; and adjusting effectively to work within new work structures, processes, requirements, or cultures
- Energy – consistently maintaining high levels of activity or productivity; sustaining long working hours when necessary; operates with vigor, effectiveness, and determination over extended periods of time
- Communication - communicates clearly, proactively and concisely with all key stakeholders
- Customer orientation - establishes and maintains long-term customer relationships, building trust and respect by consistently meeting and exceeding expectations

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- Work Independently – is self-supporting; not needing to rely on others to complete a job
- Organization – establishing courses of action to ensure that work is completed efficiently; proactively
- prioritizes assignments and keen ability to multi-task
- Quality Orientation – accomplishing tasks by considering all areas involved, no matter how small;
- showing concern for all aspects of the job; accurately checking processes and tasks; being watchful
- over a period of time
- PC skills - demonstrates proficiency in Microsoft Office applications and others as required

EDUCATION

- High school diploma or equivalency

EXPERIENCE

- 1 year experience in an office environment preferred
- Previous experience in the handling of patient health information and/or medical records is strongly Preferred

CERTIFICATE/LICENSE: None

PHYSICAL DEMANDS/WORKING CONDITIONS – Requires some sitting, frequent bending, stooping and stretching, and reaching above head level. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Responsibilities may require lifting papers or boxes up to 30 - 40 pounds with assistance on occasion. May be expected to push or pull 40-60 lbs on occasion. Work is performed in an office environment. Work may be stressful at times. Contact may involve dealing with angry or upset people. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

OSHA CATEGORY – The normal work routine involves no exposure to blood, body fluids, or tissues (although situations can be imagined or hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids). Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency care or first aid, or to be potentially exposed in some other way.

SIGNATURE

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities and meet the requirements as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organizational or departmental needs.

Signature

Date