Position Description

Position Title: Health Records Specialist
Department: Operations
Reports To: Privacy & Health Information Coordinator
Status: Non-Exempt

Summary

Duties & Responsibilities

**Health Records Management**
- Respond to patient health information requests as appropriate.
- Ensure that the organization meets industry standards for documentation.
- Provide organizational support and trouble-shooting in order to prevent workflows that cause patient chart data redundancy.
- Update patient charts with incoming medical records maintained within 72 hour charting requirements.
- Support and utilize health system information exchanges.
- Manage and train staff on usage of health information exchanges.
- Register and monitor users in Wisconsin Immunization Registry, GHS Link and Mayo.
- Participate in the peer evaluation process, as necessary.
- Assist all organizational departments with referral tracking within health information systems.
- Understand, educate, and assist staff with access to health information exchanges related to the EMR or EDR.
- Participate in and support organizational QI work by attending regular meetings, providing assistance with initiatives, and taking meeting notes.
- Maintain all patient records within all systems, including updating patient charts with test and lab results.
- Serve as internal patient safety officer for EMR. Communicate with appropriate departments and escalate issues with support as necessary.
- Serve as staff support for setup and maintenance for templates, macros, forms, schedules and other electronic health record items in eCW.
- Coordinate activities with Information Systems Specialist in order to work with departments to troubleshoot and resolve issues within health information systems (eCW and Dentrix).
- Provide staff training in health information systems for new users.
- Serve as the organizational contact for management of patient outreach, including mailings and/or newsletters. Provide technical support for computer applications for other staff.
- Initiate, secure, and maintain BAA’s (business associate agreements) as deemed necessary.
- Serve as primary contact and support for patient portal, for both staff and patients.
  - Ensure health information systems are upgraded to provide the most recent version of portal.
  - In coordination with Marketing, maintain up to date materials.
  - Regularly educate staff through presentation at regular department meetings and/or other staff training.
- Create, implement, and maintain patient campaigns within the health information systems.

**Health Information**
- Assist with the research, planning, and development of health information management team projects.
Ensure timely completion of related projects through appropriate communications and staff follow-up.

In cooperation with other team positions, provide secondary staff support.

Ensure availability for emergency call support and coverage for internal needs.

Support team with regular electronic documentation of team and department meetings.

Event Reporting
- Manage and process Event Reports by routing to all involved to assure all facts are included and solution is obtained in a timely manner.
- Communicate regularly with staff on education and timely completion of event reports.
- Prepare quarterly report for Process Improvement Committee.

Healthy Neighbor
- Manage, process, and file Healthy Neighbor applications in a timely and accurate manner.
- Inform patients of level status.
- Coordinate regular patient education related to the program.
- Serve as primary contact for staff and patient questions related to the program.

Other Duties & Responsibilities
- Promote the mission, vision and values of the organization in all interactions.
- Report to work as scheduled.
- Other duties as assigned.

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public. The individual must also possess excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in a clinical quality improvement. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness and reliability of work performed are essential. The individual must have a valid driver’s license, be insurable and provide own transportation.

Education and/or Experience

The individual must have an Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and interpret documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required. The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Physical Demands

The 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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
• Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
• Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met

Work Environment

Work is performed in a clinical environment. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

____________________________________________  __________________
Employee Signature                      Date