



Position: Medical Records Tech	
Department: Health Information Management	
Reports To: Patient Financial Services Manager	
FLSA Status: Non-Exempt	OSHA Exposure Category: II
Effective Date: 02/2006	Revised: 01/2008, 01/2013, 10/2015

Job Objective: Perform all tasks within medical records such as proper filing of individual components within each electronic chart, proper filing of charts within the system, retrieval of charts for daily use, research patient information, check charts out per policy and assist in other areas as needed. Perform a full range of support functions including answering phones, assisting customer(s)/patient(s). Compile and maintain patient medical records to provide data for research and follow-up patient care and immediately retrieve charts when called upon.

Responsible for ensuring that all billing charges are captured in an appropriate manner, identifies, analyzes and reconciles billing errors or omissions. Review patient account records and third party payer issues.

Qualifications:

1. High School Diploma or GED required. Combination of education and experience will be considered.
2. Data entry experience preferred. Working knowledge of Microsoft Word, Excel, and Outlook.
3. Previous Health Information Management experience preferred or one (1) year experience in a medical office, clinic or other customer service setting.
4. Proven problem-solving, analytical skills and organizational/time management skills required. Ability to learn new tasks/skills quickly.
5. Knowledge of rules and regulations governing the handling of private health information.
6. Knowledge of computers, related hardware and software, printers, scanners, multi-line phone systems, and standard office equipment.
7. Understanding of billing and coding guidelines for inpatient, observation, swing bed, emergency room, and outpatient records. Demonstrate knowledge of Medicaid/Medicare and third party billing regulations.

Job Duties:

1. Organizes and checks medical records for completeness, accuracy and compliance with regulatory requirements.
2. Answers phones and routes inquiries properly. Must be able to professionally address inquiries with deal with Medical Records in an orderly and timely manner.
3. Maintains all filing and other miscellaneous duties within the Medical Records department.
4. Required to scan documentation into electronic format, or produce copies for individuals in a professional manner. Keep all registries up to date and accessible to interested parties within the department.
5. Reviews all medical records ensuring that all items and services such as procedures, patient visits, supplies, and pharmaceuticals that are charged through the CDM are described and charged for appropriately.

6. Assess the accuracy of charge forms and works as part of the team to review and analyze unique site specific procedures that need to be billed and developed on charge forms as applicable. Review and capture lost charges and incorrect charges that have not been entered by various departments and communicate information to responsible department.
7. Medical Record filing, retrieval, photocopying, electronically sending, and setup are a required job function. Employee may be called on to back up coding, transcribing, and other business office duties as assigned. Answer telephones and route inquiries to the proper individuals or answer questions within scope of practice.
8. Responsible for the development of all birth certificates in coordination with Nursing or Medical staff.
9. Stay current and comply with all departmental, hospital, Federal, and State regulations that govern patient privacy to include HIPAA, and HEIM.
10. Demonstrated ability to read, write, and speak in a professional manner to individuals or small groups that may include the public, peers, nurses, or physicians. Cooperation with department staff to achieve goals and maintain good employee relations while working as an individual or in a team environment.

Disclaimer – Not all inclusive – other duties as assigned. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties required. The omission of specific statement of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Mission: Northern Rockies Medical Center provides quality healthcare that serves our communities in a private, safe and caring environment.

Vision: Northern Rockies Medical Center will be the provider of choice, setting the standard for quality healthcare in the region.

Values: Values PEOPLE

- The needs of the patient come first.
- Patients, families, and staff will be treated with courtesy and compassion.

Values QUALITY

- Excellence through continuous improvement in care and safety.
- Teamwork through the unity of all departments to serve our communities and each other.

Values OWNERSHIP

- Doing what is right.
- Having pride in the work we do.
- Holding ourselves accountable for efficient management of NRMC resources.

Schedule: Primarily weekdays (Monday through Friday from 8 am to 5 pm with 1 hour lunch period). Occasionally may be required to adjust schedule hours to include weekends or on-call responses as necessary.

Work Environment: Acute care hospital includes all areas of the NRMC campus. Possible exposure to marked changes in temperature, humidity, and noise.

OSHA Exposure Category: (II) Tasks that routinely involve no exposure to Blood/Body fluids or Tissues, but exposure, or potential exposure may be required as a condition of employment. Appropriate protective measures should be readily available to every employee engaged in Category II tasks.

Dress Code: Must comply with Northern Rockies Medical Center Dress Code Policy Admin.0012 and departmental guidelines.

Physical Demands: Requires repetitive bending, pulling, pushing, kneeling, walking and lifting up to 50 lbs. Visual acuity within normal limits. Wear personal protective equipment as needed.

Employee Certification: I have read the above JOB DESCRIPTION and accept the responsibilities as outlined. I know of no reason that will keep me from performing the duties as described without reasonable accommodations being made by Northern Rockies Medical Center (NRMCMC). I agree to inform my supervisor immediately if I am unable to perform as expected.

Employee Signature

Date