



Position Title: Medical Records Clerk
Manager Position: Office Manager

Result Statement:

To organize, store, and maintain patient health information in compliance with HIPAA guidelines and ensure all patients receive dignified, quality Full-Circle healthcare.

Tactical Work Responsibilities:

1. _____ Pull and prepare scheduled appointment charts the day before the appointment (double check for additions at shift start).
2. _____ Pull all sick visit charts immediately.
3. _____ File all loose clinical forms and documents in proper section of chart.
4. _____ File all charts daily.
5. _____ Maintain and update old charts as needed.
6. _____ Release medical records upon documented request from patient, provider, or other HIPAA acceptable source.
7. _____ Verify insurance eligibility.
8. _____ Submit and retrieve patient ImmTrac information.
9. _____ Prepare old charts (two years or older) to go to off-site storage facility.
10. _____ Maintain non-routine disclosures log sheet in compliance with HIPAA.
11. _____ Backup other areas of the office as needed.
12. _____ Document all routine patient information requests in the chart.
13. _____ Assist providers and clinical staff with all requests for patients.
14. _____ Participate in daily pre-shift huddles.
15. _____ Make eye contact and greet every patient by name with a smile.
16. _____ Help resolve patient issues.
17. _____ Practice HIPAA compliance at work and off duty.
18. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.
3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.
5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.
7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. _____ Methods for making the providers more efficient will be pursued.
2. _____ Each patient will receive quality healthcare and be treated with dignity and compassion.

3. _____ All charts will be clean, presentable, and organized before leaving the file room
4. _____ All pertinent information will be shared during pre-shift huddles.
5. _____ All documentation will be legible, dated, contain the team members initials, and be properly filed.
6. _____ Lifting and bending and spending long hours on your feet will be expected.

Medical Records Clerk Agreement

You are an extremely valuable member of our Carousel team. By taking pride in your job, you ensure that our patients have a well-maintained chart that holds a record of their medical history and illnesses. Your attitude is contagious, and by maintaining high standards of patient care, you are helping Carousel achieve its mission of providing dignified health care for all children.

By signing below, you are accepting the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Print Name

Signature

Date

Office Manager Agreement

As your manager, I agree to provide a working environment, necessary resources, regular feedback, and appropriate training to enable the accountabilities of this position to be accomplished.

Print Manager Name

Manager Signature

Date