

Job Classification Specification

Jobcode Data

Effective Date Job Code 002540 Status A Reg/Temp Preferred

Description MEDICAL RECORDS ASSISTANT

Minimum Salary Range \$2292.00 Maximum Salary Range \$3433.00

Job Classification Specification

Effective Date 06/15/2023

SUMMARY

Summary: Under general supervision, is responsible for medical records clerical duties of average difficulty in the maintenance and coding of medical records; and performs related work as required.

Distinguishing Features: An employee in this class is responsible for maintaining medical records, reports, and hospital statistics. Work may involve leading others in routine coding of diseases and filing of information. This class differs from Medical Records Technician 1 in that an incumbent of the latter is certified as an Accredited Records Technician (ART) and may assist in or supervise the operation of a hospital medical records library.

RESPONSIBILITIES

Getting Information:

1. Researches patient records and legal documents to determine whether requested information may be released to the requesting party.
2. Collects patient information on a daily basis to create reports.

Interpreting the Meaning of Information for Others:

1. Explains the Health Insurance and Accountability Act (HIPAA) and other laws, rules, policies and procedures to individuals requesting information contained in medical records.

Processing Information:

1. Compares statistical data across various records to verify accuracy.
2. Resolves or clarifies codes or diagnoses with conflicting, missing, or unclear information by consulting with doctors or others or by participating in the coding team's regular meetings.
3. Tabulates and computes statistical data for monthly reports.
4. Verifies each page of information to be placed in a patient record to ensure the record is accurate and complete before finalizing and closing out the record.

Communicating with Persons Outside Organization:

1. Communicates in person, via email or other written communications, and/or by telephone to exchange information with hospitals, physicians, funeral directors, survey teams, auditors, the general public, and local, state, and federal agencies.

Performing Administrative Activities:

1. Maintains medical records securely to ensure the confidentiality of information contained in the records.

Communicating with Supervisors, Peers, or Subordinates:

1. Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Documenting/Recording Information:

1. Records medical history and other information (e.g., demographic characteristics, history and extent of disease, diagnostic procedures, or treatment) by entering data/information into computer.
2. May type medical transcription from electronic database, dictation machine, cassette tape and/or written notes concerning patient evaluation, treatment, and other related matters as dictated by physicians, psychiatrists, and other health professionals.

Coaching and Developing Others:

1. May lead and give guidance and training to less experienced workers in the coding and/or classifying of medical and demographic data on vital records or health statistics.

Controlling Machines and Processes:

1. Operates a variety of standard office machines and equipment to accomplish assigned work.

Interacting With Computers:

1. Uses office productivity software, such as word processing, spreadsheet, or presentation programs, to enter, access or retrieve data; create documents; respond to emails; or other related tasks.

Updating and Using Relevant Knowledge:

1. Attends training seminars to keep up-to-date on the latest methods and technologies relevant to job duties.

Handling and Moving Objects:

1. Loads medical files into boxes and places boxes onto shelves for storage, using a ladder or step stool as necessary; and unloads boxes from shelves to retrieve medical files for research or information request purposes.
2. Uses push carts to move boxes of medical records from one location to another.
3. Receives, sorts, and distributes incoming mail.

QUALIFICATIONS

Education and Experience: Education equivalent to graduation from a standard high school and experience equivalent to four years of increasingly responsible full-time clerical work, including at least one year of experience in medical records filing work, in a vital records or health statistics medical coding and classification unit, or in a similar medical setting.

Substitution of Experience for Education: Qualifying full-time clerical experience may substitute for the required education on a year-for-year basis.

Necessary Special Qualifications: None.

Examination Method: Education and Experience, 100%, for Preferred Service positions.

COMPETENCIES**Competencies:**

1. Integrity and Trust
2. Attention to Detail
3. Customer Focus
4. Approachability
5. Composure
6. Dealing with Ambiguity
7. Time Management
8. Technical Learning

9. Patience
10. Peer Relationships

Knowledge:

1. Basic knowledge of operation/use of computer hardware and software, including applications such as email, electronic medical record software, and other job-related software
2. Basic knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
3. Basic knowledge of medical terminology
4. Basic knowledge of telephone, email/social media, and office etiquette
5. Basic knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, medical transcription, and other office procedures and terminology
6. Basic knowledge of HIPAA laws and other state and federal privacy laws
7. Basic knowledge of arithmetic

Skills:

1. Basic typing skill
2. Basic skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
3. Intermediate skill in understanding written sentences and paragraphs in work related documents
4. Basic skill in talking to others to convey information effectively
5. Basic skill in communicating effectively in writing as appropriate for the needs of the audience

Abilities:

1. Basic ability to communicate information and ideas in speaking so others will understand
2. Ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down (does not involve performing the activities while the whole body is in motion)
3. Ability to keep or regain body balance or stay upright when in an unstable position
4. Ability to lift, push, pull, or carry archive boxes (or similar sized boxes) of files/paper records
5. Ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects
6. Ability to bend, stretch, twist, or reach with your body, arms, and/or legs
7. Ability to coordinate the movement of arms, legs, and torso together when the whole body is in motion
8. Ability to see details at close range (within a few feet)
9. Ability to identify and understand the speech of another person
10. Ability to speak clearly so others can understand
11. Ability to read and understand information and ideas presented in writing
12. Ability to communicate information and ideas in writing so others will understand
13. Ability to listen to and understand information and ideas presented through spoken words and sentences
14. Ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources)
15. Ability to concentrate on a task over a period of time without being distracted
16. Ability to apply general rules to specific problems to produce answers that make sense
17. Ability to quickly make sense of, combine, and organize information into meaningful patterns

TOOLS & EQUIPMENT

1. Computer
2. Telephone
3. Printer/Copier/Fax Machine
4. Step Stool or Ladder