

## **POSITION SUMMARY:**

The Medical Records Clerk is a member of the administrative team and works closely with outside entities and staff throughout the organization. The duties and responsibilities of the Medical Records Coordinator is management of medical records. Responsible for new patient processing, records releases and compliance with state and federal regulations as well as HIPAA. The Medical Records Coordinator will understand and fully support the mission, vision and value statements of HOMETOWN Health Center.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Works closely with administration and staff to support the requests from patients and outside entities with obtaining records to support the patients care.
- Retrieve, collect and prioritize all request for medical records made through the organization, patients and affiliates.
- Record and track all records requests, releases and authorizations within the Electronic Medical Record HPI
- Verify legitimacy, accuracy and authority of all such requests and then process and invoice as appropriate.
- Abide by, adhere to, and conform to all applicable organizational, local, state, federal regulations include 42CFR Part 2.
- Review, develop and implement standards and procedures for processing medical records requests with administrative support
- Maintain an up to date understanding of applicable policies, processes, laws and regulations.
- Report breaches, instances of non compliance, patient complaints, problems or similar instances to supervisor in an effort to protect patient HPI.
- Assist patients, staff and affiliates with medical records requests and questions.
- Schedule and process all new patients for HOMETOWN Health Center.
- Participate in improving quality throughout the organization.
- Support the Maine Health Home Program and work closely with clinical team to improve this program internally.

## **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Performs other duties as assigned.

## **COMPETENCIES:**

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with may diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to sensitivity of materials and information handled.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

## **GENERAL EXPECTATIONS:**

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures.

## **PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 25 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office environment with frequent contact with staff and public. Very active, fast paced position with short deadlines.

## **QUALIFICATIONS NEEDED FOR POSITION:**

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least five (5) years experience in Medical practice
- Basic managerial and business skills to include good verbal and written communication.
- Strong organizational skills
- Ability to be professional and courteous with internal and external customers at all times, including under stress.
- Ability to work both independently and as a part of a team.
- Ability to communicate articulately and comprehend written and verbal communications.

- Willingness to learn and take on new challenges, roles and duties.

Education Requirements: The following education requirements are considered essential:

- High School graduate or the equivalent.
- Completion of medical terminology course preferred.

Hometown Health Center is an equal opportunity provider and employer.

Job Type: Full-time

Pay: \$15.00 - \$18.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision insurance

Education:

- Associate (Preferred)

Experience:

- Medical Records: 1 year (Preferred)

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