NAIHS GENERIC STANDARD POSITION DESCRIPTION

Medical Records Technician
GS-675-09

I. INTRODUCTION

This position is located in the Medical Records Department in a medical center and hospital that provides a wide variety of health care services in the areas of: General Surgery, Orthopedic, Pediatrics, OB/GYN, Intensive Care, Newborn Nursery, Emergency Medicine, Internal Medicine, Family Medicine, EENT, Optometry, Dentistry, Walk-In/Urgent Care, Home Health Care, Community Based School Health Clinics, and a variety of specialty clinics, such as Plastic Surgery, Genetics, Cardiology, Dermatology, Nephrology, and Neurology.

The employee coordinates the technical aspects of health information management applications of RPMS/EHR packages. Performs all activities related to the development, implementation, and maintenance of Resource Patient Management System (RPMS)/Electronic Health Records (EHR) to ensure compliance with federal and state laws and Health Information Management (HIM) RPMS functions, such as diagnostic coding, reimbursement processes, release of information, scanning, privacy and security. This position works in a hybrid (paper/electronic) medical record environment.

II. MAJOR DUTIES AND RESPONSIBILITIES

Health Information Informatics 75 %

Serves as the EHR HIM liaison for users of clinical and administrative systems. Collaborates with facility Clinical Applications Coordinator (CAC), Information Technology (IT) staff and other application coordinators and super-end users to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and insure smooth operations in areas where package scope overlaps or is integrated with other services' functions.

Retracts, reassigns, amends notes, unlocks visits, monitors unsigned reports, consultations and notifications within the EHR system.

Performs initial and periodic assessments and conducts ongoing compliance monitoring activities in coordination with operational assessments.

Collaborates with privacy officer, management, departments, and committees to ensure the organization has and maintains appropriate privacy and security practices. Participates as a member of various committees in support of Medical Records functions and EHR.

Collaborates with medical records supervisor, facility CAC, and IT to track access to protected health information, within the purview of the organization and as required by law and to allow qualified individuals to review or receive a report on such activity.

Identifies errors, inconsistencies, discrepancies and/or trends and discusses with the appropriate staff, and advises modifications to meet regulatory requirements in EHR.

Establishes and assigns provider codes and user class membership for all healthcare providers. Validates electronic signature. Assists with maintaining the EHR Business Rules to ensure compliance and meet regulatory requirements.

Prepares reports relating to workload and performance improvement, utilization studies and reimbursement.

Reviews and advises all EHR templates to ensure it meets clinical and administrative documentation for regulatory requirements and accrediting agencies.

Collaborates with healthcare team on all EHR templates, updates as needed. Communicates with medical record supervisor on any templates that replaced paper form(s).

Reviews RPMS site parameters for accuracy and completeness. In collaboration, monitors and troubleshoots new patches and software products. Participates in local testing of software, identifying software problems and requesting enhancements. Documents all problems, referring those requiring a higher level of technical support to the appropriate person or team.

Assists scanning section with addressing issues or problems relating to processing images into EHR. Customizes features for accessibility.

Assists coding personnel with coding issues to ensure data collection, retrieval and the reimbursement is met.

Assists inpatient medical records personnel with EHR issues related to inpatient hospitalization in the areas of discharge analysis and medical transcription.

Assists the Release of Information with maintaining and troubleshooting problems with the electronic disclosure of protected health information.

Education/Training: 25%
Provides initial orientation and ongoing training to all employees, contractors and business associates relating to the RPMS/ EHR software package.

Participates in ongoing performance improvement activities including audits and development of review criteria.

Other duties as assigned:
Some duties not specifically described or included in the Position Description (PD) may be assigned from time to time to meet the department's or facility's objectives and obligations.

III. FACTORS

Factor 1 – <u>Knowledge Required by the Position</u>

Extensive knowledge of Medical Records theory, principles, practices, techniques, concepts and policies to analyze the medical record and participate in performance improvement activities.

Extensive knowledge of medico-legal aspects of medical records/health information management.

Extensive skills operating electronic medical records systems.

Knowledge of medical coding classification systems, mapping and references for both outpatient and inpatient such as the International Classification of Diseases (ICD), Diagnostic Related Group (DRGs), Healthcare Common Procedure Coding System (HCPCS), and Current Procedural Terminology (CPT), Current Dental Terminology (CDT) and Diagnostic and Statistical Manual of Mental Disorders (DSM).

Knowledge of Privacy Act of 1974 regulations and requirements and the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule of 1996 regarding responsibilities for patient confidentiality.

Knowledge of Joint Commission, Center for Medicare and Medicaid Services (CMS), IHS policies and other regulatory agencies to ensure the record complies with requirements.

Skilled in data abstraction, collection, and generate automated computerized reports to compile and organize information for reporting and presentations.

Knowledge of Performance Improvement methodology to track, trend, recommend resolutions, and report on status of adverse or quality service.

Exceptional communication skills to conduct briefings and training classes, and to communicate at a professional level with all health care personnel.

Knowledge of a broad range of patient care activities, working knowledge of the hospital and clinic environment, including how the different services and functions interact.

Knowledge and understanding of medical terminology, accepted medical abbreviations, pharmaceutical terms, anatomy & physiology and major diseases.

Knowledge of the imaging and scanning computer software and hardware application.

Knowledge of multi-service RPMS software packages to implement and maintain the E.H.R; knowledge to create and modify templates for analysis of clinical workflow processes.

Ability to train and assist with the implementation of the latest EHR packages including clinical related preparatory work necessary for implementing the IHS-EHR which includes pre-installation file preparations, installation itself, and post installation testing adjustments.

Ability to coordinate, analyze and evaluate processes related to information flow, and serves as a liaison between facilities, departments, and staff related to these processes;   Ability to provide ongoing support to users of the RPMS-EHR application.

Factor 2 – Supervisory Control
The employee works independently under general supervision of the Supervisor or designee. The supervisor relies completely upon the employee's knowledge, skills, and abilities to work independently. The supervisor defines overall goals and priorities. The employee initiates and follows through with assignments using established policies, instructions, and accepted practices. The supervisor reviews the work for results achieved, technical soundness and conformity to medical record policy and requirements

Factor 3 – Guidelines
Guidelines include technical manuals, business rules, accrediting standards, federal and state laws, regulations, IHS policies and established procedures. The employee uses judgment to adapt and interpret guidelines for application to specific cases or problems using discretion and initiative in deciding on the right course of action to correct deficiencies and improve reliability of information in the records

Factor 4 – Complexity
The work involves highly complex medical record processes and procedures which provides support of software packages. The employee carries out specialized assignments such as setting up customized templates, providing training, assisting with a wide range of Performance Improvement (PI) studies, providing problem-solving services in specific areas of medical records EHR activities, and making recommendations to improve procedures for compiling and retrieving information. The decisions about what needs to be done require the employee to determine the relevance of many facts that meets regulatory requirements.

Factor 5 – Scope and Effect
The purpose of the position is to assure effective development and maintenance of an electronic medical record system and an efficient utilization of clinical data. The work also involves establishing program specifications and troubleshooting software failures; providing advice and assistance to CAC's and healthcare providers on RPMS/EHR computerization problems. The work affects the long-term objectives to meet the mission of the Indian Health Service to enhance patient care services and improve the quality of health care provided to Native Americans, and the maintenance of an EHR medical record system and meet accrediting agency standards and optimize third party reimbursement.

Factor 6 – Personal Contacts
Personal contacts are with colleagues, IT staff, health care providers, administrative staff and other personnel within and outside the facility. Additional contacts include RPMS programmers, support personnel and clinical expert members at varying levels.

Factor 7 – Purpose of Contacts:
The purpose of contact is to communicate information, provide guidance, conducts training, to analyze data and provide reports. Contacts with IT staff are to troubleshoot technical issues, solve problems, and assist in planning, implementing and maintenance of electronic health records. Other contacts are made for the purpose of completing work projects and to provide technical advice to resolve a wide range of complex information requirements. The ability to work cooperatively with these groups directly impacts data quality, reimbursement and patient care.

Factor 8 – Physical Demands:
The duties require regular, extended, and recurring periods of work at a computer keyboard, video terminal, regular and recurring physical exertion such as prolonged standing to troubleshoot software and hardware problems. The duties also require standing, walking, bending, and reaching for supplies. Some minor lifting may be required.

Factor 9 – Work Environment
The work environment involves risks and discomforts of a patient care setting including exposure to communicable diseases, and also with working with office machinery and computers. There is adequate light, heat, cooling and ventilation in the work area.

IV. OTHER SIGNIFICANT FACTORS
The employee is required to work on a rotational basis for shift (day, evening, night), weekend and holidays for those health care facilities providing after-hour services and/or extended clinic hours to support patient care services.

Position will require periodic travel in support of the EHR system.

Patient privacy and confidentiality is required. The Privacy Act of 1974 and HIPAA Privacy Rule of 1996 mandates that the employee shall maintain complete confidentiality of all administrative, medical and personnel records and all other pertinent information that comes to his/her attention or knowledge. The Privacy Act and HIPAA Privacy Rule carry both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality shall be cause for adverse action.