

Medical Records Technician
GS-675-4

INTRODUCTION:

This position is located in the Medical Records Department of an Indian Health facility within the Navajo Area. The facilities provide a wide variety of health care services which may include, but not limited to: General Surgery, Orthopedic, Pediatrics, OB/GYN, Intensive Care, Newborn Nursery, Emergency Medicine, Internal Medicine, Family Medicine, Ears, Nose and Throat (ENT), Optometry, Dentistry, Walk-In/Urgent Care, Public Health Nurse (PHN), Podiatry, Rehabilitative Services: (Physical/Speech/Occupational Therapy), Audiology, Behavioral Health/Social Services, Nursing Home, Community Based School Health Clinics, and a variety of specialty clinics, such as Plastic Surgery, Genetics, Cardiology, Dermatology, Nephrology, and Neurology.

The purpose of this position is to perform scanning duties which include the complete and accurate process and maintenance of records within a hybrid (paper/electronic) environment. The work performed directly impacts the timeliness, and scope of health care services and treatment provided to patients.

Scanning & Imaging (100%):

Receives, sorts documents for scanning, reviews and cross-references Resource and Patient Management System (RPMS)/Electronic Health Record (EHR) for patient identification. Determines provider acknowledgement via signature/initial/date.

Rejects documents with discrepancies, returns to originating source for correction and re-submit for scanning.

Reviews paper/electronic records for duplication.

Scans and indexes all necessary health/administrative documents into the EHR Imaging software/hardware. Verifies the document with initial and date stamp. Conducts quality audits to ensure integrity of scanned images and acknowledges with initial/date.

Maintains a daily scanning and indexing log. Tracks and reports images scanned in error to the supervisor or designee for correction.

Files scanned documents in the patient's medical record by chronological order, including other incoming documents

Communicates with clinical team members to properly coordinate record scanning and indexing functions

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.

Factor 1: Knowledge Required by the Position:

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

Knowledge of computer applications to generate reports and obtain information.

Knowledge in the Resource Patient Management System (RPMS) computer application software (or similar electronic record system), which includes RPMS applications EHR, Patient Registration; Patient Information Management System (PIMS) Admission Discharge Transfer (ADT), Laboratory, Radiology, Pharmacy, and Patient Care Component (PCC).

Basic knowledge of medical terminology, medical abbreviations, pharmaceutical terms, hospital terms, medical abstracts, anatomy and physiology, and disease processes in order to be able to search, locate and retrieve documents from specified note tabs and to link to correct provider notes.

Knowledge in medical record forms and formats, and correlation of laboratory tests, surgical procedures, consents, and treatments with diagnoses, in order to sort and scan medical records in the appropriate sequence. Analyzing records to ensure all necessary forms and documents are present, accurate and complete.

Knowledge of the Privacy Act of 1974 and Health Insurance Portability Accountability Act (HIPAA) of 1996, in regards to the patient's right to privacy and confidentiality, along with rules and regulations dealing with securing Federal records.

Knowledge of medico-legal and regulatory requirements of medical record and electronic health record systems.

Ability to communicate with internal and external customers to promote work efforts.

Factor 2 - Supervisory Controls:

The supervisor issues work assignments in terms of desired results and relies upon employee to execute day to day work independently in accordance with established policies, procedures, and regulatory guidelines. The supervisor discusses new or revised regulations, policies, and procedures and is available for assistance if unusual problems or situations arise. Evaluation of work is based on a review of the work to verify accuracy and conformance to required procedures and any special instructions. The supervisor may spot check routine work products for accuracy.

Factor 3 - Guidelines:

Guidelines include medical facility manuals, circulars, technical manuals, policy and procedure manuals, other standard guidelines covering all aspects of the work. While standard operating procedures are available for most routine aspects of the work and instructions from the supervisor, the employee's judgment as to acceptable quality of scanned documents play a major role in determining how to proceed with the sequence of duties. The employee selects appropriate methods to correct operating problems which affect the quality and/or timeliness of the work. Significant deviations or situations to which the guidelines do not apply are general referred to the supervisor.

Factor 4 - Complexity:

Duties are clear-cut, repetitive, and interrelated tasks associated with electronic imaging. The employee uses initiative to determine what is correct or where to locate needed information. Spot checks the scanning, filing and indexing process to correct errors, improve clarity, and all while maintaining accountability of assigned medical records.

Factor 5 - Scope and Effect:

The primary purpose of the work is to index, image and file documents. The work involves performance of assignments according to specific rules, and procedures, which represent a segment of the medical records function. The work affects the accuracy, timeliness, reliability, and acceptability of information in the medical records.

Factor 6 - Personal Contacts:

Contacts include employees of the unit, facility, and employees within the agency.

Factor 7 - Purpose of Contacts:

The purpose of contacts is to coordinate the document imaging work of the unit. Although the contacts often require tact and diplomacy, the dealings are usually with those who are working toward mutual goals and have cooperative attitudes.

Factor 8 - Physical Demands:

While some work is sedentary in nature, there is frequent standing, walking, stooping, bending, kneeling, lifting, reaching, climbing stairs, and step stools/ladders involved, and also requires recurrent lifting and carrying of moderately heavy items.

Factor 9 - Work Environment:

The work environment involves risks and discomforts of a patient care setting including exposure to communicable diseases, working with office machines and computers. There is adequate light, heat, and ventilation in the work area.

Other Significant Factors:

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

Patient privacy and confidentiality is required. The Privacy Act of 1974 and Health Insurance Portability and Accountability Act (HIPAA) 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 carry both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality shall be cause for adverse action.