

Medical Record Technician (File Room)
Statement of Difference
GS-0675-05

The duty of this position are essentially the same as those on the attached position description, but is established at one grade lower to accommodate recruitment, career develop or other purposes. Under this state of differences, the incumbent receives closer supervision, along with more detail instructions. Work is routinely checked for accuracy and overall quality.

When the incumbent of this position meets or exceeds work performance requirements as defined in reference position and otherwise satisfies the qualifications, time-in-grade requirements and restrictions, and other administrative requirements, a career-ladder promotion action on a non-competitive basis may be initiated by management.

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GS-675-06
PX1537

INTRODUCTION

This position is located in the Health Information Management Department of the Phoenix Indian Medical Center located in Phoenix, Arizona. The incumbent serves as Medical Records Technician, Health Information Management, performing a full range of clerical and technical work essential to the day- to-day operation involving processing and maintaining medical records for compliance with regulatory requirements.

MAJOR DUTIES AND RESPONSIBILITIES

75% Serves as Medical Record Technician assisting patients, health care providers, insurance companies, attorneys and other health care facilities providing current and historical medical records and other pertinent patient data as requested; assuring confidentiality is maintained and in compliance with the Health Insurance Portability and Accountability Act (HIPAA), Privacy Act (PA), and Freedom of Information Act (FOIA).

Retrieves patients' medical records in advance for scheduled appointments and walk-in requests for clinic visits.

Creates, prints and attaches routing slips to each medical record. Retrieves the medical record(s) needed for the clinic from various hospital stations, offices, etc.

Prepares and files appropriate routing slips for all clinics records. Assembles medical records in proper sequence in preparation of clinic appointments and chart review requests.

Maintains construction and appearance of patient's record by replacing torn folders, appropriate spelling of patient's name and assigned health record number. Reviews all documents returned with the patient's record from the clinic to ascertain filing of the document or scanning of the document; and re-files health record in terminal digit order. Performs duties related to the receipt, scanning, indexing and transfer of health and administrative information to assure formation is integrated into the Veterans Health Information Systems Technical Architecture (VistA).

Responds to telephone inquiries from professional staff requesting specific information. Obtains patients' medical records from the department and other hospital sources to respond to various requests received from physicians, hospital personnel, administration, Patient Referred Care, mental health, field clinics, and other IHS facilities. Consults with supervisor as necessary when problems occur.

Maintains number control books for active and inactive records. Assigns new numbers to patients being registered. Maintains the master patient index per IHS guidelines. Creates and assembles new records for new patients registered with PIMC.

25% Purges inactive records for transmittal to Federal Records Center on an ongoing basis in accordance with IHS guidelines and PIMC HIM procedures. Maintains inactive records control logs and identifies index cards as inactive. Reactivates health records and notifies supervisor of health records that must be recalled from the Federal Record Center. Consolidates recalled records with current records. Notifies Patient Registration, the Admissions Office or physician/provider when inactive charts are reactivated and informs the expected arrival of the patient's archived health record.

Receives medical information authorization through the IHS-810, Authorization of Release of Medical Record/Information; and enters information utilizing the RPMS Release of Information Package .

Initiates birth certificate application on newborn admissions. Interviews parent of newborn to gather birth information and prepares certificate for final submission to the State Vital Records Department

Upon request, completes Paternity forms to establish paternity for unmarried parents and ensures that the paternity form is signed by both parents and notarized as required by the state. Maintains and organizes birth certification applications for future references and prepares for archiving based on HIM guidelines.

Assists physician to complete the filing of death certificate application process. Receives death certificate form from mortuary or physician.

Communicates with Pathology, Social Services and/or mortuary regarding death certificate process and with physician regarding causes of death and obtains signatures.

Assist Administrative Approved Research Studies with retrieval and re-file of active, inactive and death records.

FACTORS

Factor 1: KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of, and skill in applying, rules and regulations concerning patient charts in paper or electronic format, records, and other procedures such as automated data processing sufficient to search and abstract medical data; and review records for compliance with applicable medical facility and the Joint Commission standards. Knowledge of multiple systems and current computer technology regarding imaging applications, and PC scanning applications. The incumbent utilizes computer skills to carry out duties associated with scanning, indexing of images, errors, and other tracking data.

Knowledge of the standard medical records procedures, methods, and requirements in order to perform a full range of routine medical records and clerical functions.

The incumbent must have knowledge of the content and format of medical and administrative records including the filing sequence of documents, as well as filing systems and procedures. This information is necessary to properly index and scan information into VistA and to file paper documents after scanning /indexing completion.

Knowledge of the Privacy Act and Freedom of Information Acts, rules, regulations, and procedures governing the use and release of information and basic knowledge of the regulations on the confidentiality of health records information.

Knowledge of the State laws concerning vital statistics; birth and death certificates in order to prepare required forms and provide accurate information to requestors.

Knowledge of the Resource Patient Management System (RPMS), the Electronic Health Record and Dentrax, its function and how to obtain appropriate information on demand as well as how to correct errors that appears on demographics; analyze and evaluate patient medical records for completeness and consistency.

Verbal and written communication skills to effectively communicate/provide instructions and information to employees as received from supervisor.

Knowledge of the basic use of computer and printer to type information and print patient information but the services qualified typist is not required

Factor 2: Supervisory Controls

The incumbent will be expected to function with little guidance to accomplish routine and daily tasks. The incumbent will exercise careful judgment to carry out routine duties. The incumbent will consult with the supervisor on issues that deviate from established procedures, unanticipated problems or unfamiliar situations not covered by instructions. Work is performed independently according to established guidelines and procedures for scanning and indexing. The designee must be self-motivated and responsible in carrying out their duties. The incumbent uses initiative in selecting the best method for carrying out the work according to instructions, policies or previous cases. Supervisor assures that completed work is reviewed and methods used are technically accurate and in compliance with instructions or established procedures. The Supervisor provides general supervision and continuing assignments as to what needs to be done, limitations, quality, quantity deadlines and priorities. The supervisor also provides additional, specific instructions for new or difficult assignments.

FACTOR 3: Guidelines

Guidelines available include IHS Manuals and Directives, local and regional directives, The Joint Commission manuals, medical Staff By-laws and State and Federal Laws, and Health Information Management policies and procedures. The incumbent uses judgment to identify and select the most appropriate guidelines to specific cases. The employee refers to the supervisor situations to which existing guidelines are not applicable.

Factor 4: Complexity

Computer skills are necessary to carry out duties associated with the scanning and indexing of information. The incumbent must maintain assignments and resolve routine problems according to guidelines and policies. Work consists of duties involving related steps, processes, or methods such as compiling records and retrieving medical record data in accordance with established procedures. Decisions as to what need to be done involve various choices requiring the incumbent to recognize alternatives.

Incumbent must have the ability to organize and correctly prioritize information and perform follow-up activities. It is crucial that any poor quality images and incorrect indexed information are corrected before completion. Corrections needed must be tracked through the correction process.

The incumbent manages medical data in a manner beneficial to the patient, efficiently for IHS and morally and legally responsible for patient privacy and data confidentiality.

Factor 5: Scope and Effect

The medical record is the pivotal document for all aspects of patient care. Work involves performing assignments according to specific rules and procedures that represent the HIM functions. The accuracy and timely completion of assignments for patient care is essential for the operation of an efficient and effective outpatient department.

Factor 6: Personal contacts

Contacts are with the employees of the Outpatient Department, the Clinical Director and Medical Staff, the Service Unit Director and other administrative personnel. Further contacts are with patients, visitors, and equipment/ supply vendors.

Factor 7: Purpose of contacts

Contacts are primarily to expedite the flow of work in the Health Information Management Department Daily contacts are with the professional and technical personnel to ensure the day-to-day operations is productive and efficient. Employee must, therefore be diplomatic and persuasive during continuous contact with professional staff and other organizational units.

Factor 8: Physical Demands

The work requires sitting for long periods of time, walking, standing, bending, lifting and reaching.; lifting moderately heavy items such as manuals and medical record boxes. Inherent in the position is a degree of stress.

Factor 9: Work Environment

The work is performed in an office setting and adequate lighting, heating, and ventilation. The Health Information Management is an office in which a business atmosphere is maintained at all times.

OTHER SIGNIFICANT FACTORS:

Incumbent may be required to work on a rotational basis for shift, weekend and holiday duty as needed and assigned.

The Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) mandates that the incumbent shall maintain complete and 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 carry both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality may be cause for adverse action.