

MEDICAL RECORDS TECHNICIAN (OA)  
(Medical Info/Correspondence Tech)  
GS-675-06  
PX3438

## INTRODUCTION

This position is located in the Health Information Management Department, within the Patient Financial Services Section of the Phoenix Indian Medical Center. The position performs a variety of technical medical record functions such as; reviews of requested medical information for medical, personal and legal purposes; abstracting patient medical conditions and healthcare information for workers comp and reporting purposes; release of medical information activities, maintains the ROI (Release of Information) RPMS Package for release of information under the rules and regulations of the Health Insurance Portability and Accountability Act, Privacy Act of 1974, Freedom Information Act and Federal Medical Recovery Act.

## MAJOR DUTIES AND RESPONSIBILITIES

40% Serves as Medical Information/Correspondence 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 through the Health Insurance Portability and Accountability Act (HIPAA), Privacy Act (PA), Freedom of Information Act (FOIA) and Federal Medical Recovery Act (FMRA).

20% Prepares all disclosure for information following rule, regulations and policies set forth to ensure all are met before disclosing protected patient medical information. Maintains ROI to comply with medico-legal guidelines (HIPAA/PA/FOIA/JCAHO).

Provides to the HIM Director, all Subpoena Duces Tecum, law enforcement requests and Office of Medical Investigation (OMI) subpoenas, and prepares the records as instructed

20% Processes request for release of medical information utilizing the RPMS and the Electronic Health Record (EHR) to research and collect patient data so that the request is in accordance with federal rules and regulations.

Abstracts medical information from the medical record to complete disability and FMLA forms for the medical staff. Enters pertinent medical information as required.

Skill of a fully qualified typist (40 wpm) is required.

Provides assistance to the FMCRA Liaison. Completes all third party report forms as required by the FMCRA. Coordinates with the Office of General Counsel ensuring reports are forwarded in a timely manner.

20% Coordinates and manages all requests for records from the Federal Archive Center. Ensures all temporary records are returned to the archive centers in a timely manner.

Receives and completes death certificates and fetal death certificates obtaining physician signature and medical diagnosis following the State of Arizona's Vital Statistics rules and regulations.

Delivers and picks up department mail from the mailroom. The mail is then sorted, stamped as received and delivered to the various departmental sections.

Coordinate and manages HIM department supplies. Ensure adequate supplies are on hand. Keeps supplies in an orderly and organizes manner. Orders all supplies for the department staff and keeps appropriate records.

Serves as the File Manager for the HIM Department. Attends all Records Management training, keeps appropriate records and reports to the Arca Office Records Management Officer.

## FACTORS

### Factor 1 – Knowledge Required by the Position:

Knowledge of the Health Insurance Portability and Accountability Act, Privacy Act of 1974, Freedom of Information Act and Federal Medical Care Recovery Act and local policies and procedures regarding release of information.

Knowledge of medical terminology and usage.

Knowledge of abstracting, processing, recording, and completing medicolegal information from the health records both paper-based and electronic.

Knowledge of RPMS, EHR. Outlook, spread sheet and office equipment. Knowledge of complex guidelines and policies, such as federal and state laws, JCAHO, IHS, FOIA, FMCRA, HIPAA and PA.

Knowledge in recognizing and identifying problems and potential problems in record documentation prior to release to requestors. Ability to notify the proper activities for corrective actions as required by policy i.e., medical officer, risk manager, and/or medical records administrator.

Knowledge of state Laws and regulations in the processing of certificates of death and fetal deaths.

Knowledge of the policy and procedures that govern the third party reporting to the Office of General Counsel.

### Factor 2 -Supervisory Controls:

The incumbent will be expected to function with little guidance to accomplish routine and daily tasks. The incumbent will be able to exercise careful judgment to carry out routine duties. Incumbent will consult with supervisor on issues related to tort claims, FOIA, court cases, etc. The designs must be self-motivated and responsible in carrying out their duties. The Supervisor will provide advice on and assistance with unusual situations not covered by current Regulations and procedures. The work of the correspondence technician will be spot checked for accuracy. Completeness and timeliness to ensure work quality.

### Factor 3 - Guidelines:

Guidelines - Work is performed using the RPMS Users Guide, the Privacy Rule (HIPAA), the Privacy Act, Medical Dictionaries, IHS and Service Unit manuals, Compliance program rules and regulations, written and oral policies and procedures and technical directions from the supervisor. The designee must use discerning judgement in applying guidelines according to situations. The results of which substantially affect continuity of patient care and appropriate procedure followed in releasing patient information.

### Factor 4 -Complexity:

The work requires a high level of interrelated knowledge, skills and understanding of the PA, HIPAA, FOIA and the FMCRA, medical record procedures, and RPMS system. The work entails decision making about what needs to be done which requires the technician to determine the relevance of many facts and conditions such as, information within the record, and following HIS policy and procedures. The work involves following HIM, Agency policies and procedures and department guidelines..

### Factor 5-Scope and Effect:

The work is vital to the risk management, reimbursement, and statistical process through which patient data is generated and release. This work involves performance of a variety of specialized medical record tasks and resolving problems according to established criteria. The technician processes medical data that involves and has a direct effect on medico legal recordkeeping, risk management, resource allocation, third party reimbursements and direct impact on the accuracy, timeliness and reliability of some medical services.

### Factor 6-Personal Contacts:

Contacts are with Patients, , Health Care Providers, HIM Director of the Privacy Official, Patient Business Staff, , Attorneys/Office of General Counsel, Insurance Companies and Law Enforcement personnel.

### Factor 7 – Purpose of Contacts:

Contacts with:

Patients: to obtain accurate information in order to process requests for release of information, disability forms and third party reports. HIM Director/Privacy Official: to clarify federal guidelines and complex or complicated requests for information. Health Care Providers: to maintain continuation of patient care. Patient Business Office Staff: to facilitate third party claims processing. Attorneys/Office of General Counsel: technician coordinates the submission of third party reports with the Office of General counsel paralegal staff in accordance with the FMCRA. Insurance Companies: to accurately complete patient disability forms. Law Enforcement Personnel: to provide technician with accurate information in order to release medical information regarding deceased patients through the FOIA as well as persons incarcerated for further medical care.

Factor 8-Physical Demands:

The work is primarily sedentary. There is some walking, standing, bending and carrying of light items, such as paper, medical records, and books.

Factor 9-Work Environment:

The majority of the duties will be performed in an office setting under non-stressful sometimes, stressful environmental conditions, because the incumbent is in direct contact with patients there is risk for nosocomial infections.

Incumbent may be required to work on a rotational basis for shift, weekend and holiday duties.