

**NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS
JOB DESCRIPTION**

Job Title: Medical Records Specialist
Reports To: Medical Records Manager
FLSA Status: Non-Exempt
Classified As: Administrative
Effective Date: 4/14/08
Revision/Review Date: 12/05/18

SUMMARY:

The primary responsibilities for this position are to facilitate effective Customer Service and efficient handling of medical records, data entry and/or registration of individuals; responds promptly to all requests for individual services and information; and, manages daily flow of customers scheduled for appointments by performing the following duties.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisors.

QUALIFICATIONS:

This position will be knowledgeable and actively support: 1) culturally competent, recovery-based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals; and 3) a trauma informed culture of safety to aid individuals in their recovery process. To support this, lived experiences with behavioral health issues is desired.

EDUCATION, CERTIFICATES and/or EXPERIENCE:

1. High school graduate with training in business practices to include typing, filing, word processing, computer knowledge, and telephone communication and organization skills.
2. Medical terminology and keyboarding.

LANGUAGE SKILLS:

1. Ability to read and interpret documents such as policy and procedure manuals, safety rules, operation and maintenance instructions.
2. Ability to write routine correspondence.
3. Ability to effectively present information in one-on-one and small group situations to customers, individuals, and other employees of the organization.
4. Ability to understand transcription and transcribe medical documents with proficiency, if indicated.

MATHEMATICAL SKILLS:

1. Basic mathematical skills.

REASONING ABILITY:

1. Ability to apply common-sense understanding to carry out instructions furnished in written, oral, or diagram form.
2. Ability to deal with prioritization of dictated reports and those needed on demand.

OTHER SKILLS AND ABILITIES:

1. Participation in training and education as necessary to maintain current competency(ies) in skill areas essential for implementing job duties and responsibilities.
2. Ability to deal with problems involving standard situations.
3. Must type, on average, 60 wpm and be experienced in WORD, if indicated

PHYSICAL DEMANDS:

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

1. The employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
4. The employee must be able to sit for lengthy periods of time; use hands and fingers; must have good hearing and speaking skills.

WORK ENVIRONMENT:

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

1. The noise level in the work environment is moderate to above moderate.

CONFIDENTIALITY:

The effectiveness of NBHS and its services is dependent upon confidential relationships with people. It is the policy of NBHS that all service recipient related information shall be kept confidential according to Section 748 of Act No. 258 of the Privacy Acts of 1974. Employees shall not divulge information about other staff, service recipients or information contained in agency files, emails and records except to other employees who may need such information in connection with their duties.

REQUIRED TRAININGS:

The following Northpointe trainings are required for this position:

- | | |
|-----------------------------------|--|
| 1. Adult CPR | Required within 30 days of hire. Reviews every 2 years. |
| 2. Child and Infant CPR | Required within 30 days of hire. Reviews every 2 years. |
| 3. Corporate Compliance & Ethics | Required within 30 days of hire. Annual reviews are required. |
| 4. Customer Service I | Required within 30 days of hire. Reviews as necessary. |
| 5. Customer Service II | Required within 30 days of hire. Annual reviews are required. |
| 6. Diversity | Required within 30 days of hire. Annual reviews are required. |
| 7. Drug Free Workplace | Required within 30 days of hire. Reviews as necessary. |
| 8. First Aid | Required within 30 days of hire. Reviews every 2 years. |
| 9. Harassment | Required within 30 days of hire. Reviews as necessary. |
| 10. HIPAA | Required within 30 days of hire. Annual reviews are required. |
| 11. Infection Control | Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews are required. |
| 12. Nonviolent Intervention | Required within 3 months of hire. Annual reviews are required. |
| 13. NorthCare Network Org. & Com. | Required within 30 days of hire. Reviews as necessary. |
| 14. Person Centered Planning/LEP | Required within 30 days of hire. Annual reviews are required. |
| 15. Recipient Rights | Required within 30 days of hire. Annual reviews are required. |
| 16. Safety | Required within 30 days of hire. Annual reviews are required. |

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Receives, screens and routes incoming calls. Assists staff with customer service/medical records/access questions and concerns. Provides information regarding services offered by Northpointe.

Creates and maintains ELMER appointment schedules for doctors and clinicians, if requested.

Collects and receipts service recipient payments.

Distributes and replenishes petty cash account for clinic office.

Daily retrieval/printing of crisis reports from after-hours crisis service.

Monitor office machines. Copies correspondence and other printed materials as requested by staff.

Works with NorthCare Centralized Access Dept. to ensure smooth screening and registration of new individuals determined eligible for services. Coordinate and block intake appointment time weekly. Monitor appointments in ELMER. Completes the Insurance Inquiry form and calls insurance company to verify benefits.

Mails confirmation of appointment letter and necessary forms for individual to complete prior to appointment.

Completes face-to-face intake paperwork, data entry and individual registration of financial and demographic info for State reporting, explain fee and review benefit level from insurance company,

Scan and E-file current individual data for all programs in ELMER per the Regional Medical Records E-filing Guide.

Monitors electronic medical records Queue in order to distribute clinical documents as requested, within 48 hours via fax or mail.

Documents disclosure of information on manual log in ELMER when not electronically captured.

Completes electronic annual paperwork updates, monitors case transfers between site and case closures.

Responsible for maintaining medical records/access/customer service departments in an organized fashion.

Organizes, retains and disposes medical records per Northpointe's Retention policy.

Assists medical staff in ensuring appropriate signatures are obtained (BC/BS) per NBHS policies and procedures.

**ADDITIONAL JOB RESPONSIBILITIES FOR MEDICAL RECORDS
SPECIALIST/TRANSCRIPTION:**

Completes word processing and transcription of psychiatric clinical documents from audio dictation and occasionally handwritten form, if indicated.

Creates computerized folders for each practitioner and downloads digital information.

Ensures dictation is typed and returned to originator in a timely manner, generally within 48 hours.

Creates/monitors SALs (Service Activity Loop) on psychiatric docs. Creates additional SAL for telehealth.

COMPETENCIES:

1. Demonstrate proficiency in computer software necessary to perform job functions.
2. Demonstrate the ability to prioritize and manage one's own time and resources.
3. Overall commitment to the quality of individual care as well as customer service.
4. Demonstrate ability to adhere to all NBHS policies and procedures regarding confidentiality.
5. Demonstrate ability to adhere to all NBHS policies and procedures and applicable state and federal laws regarding releasing information from medical records.
6. Demonstrates a good understanding of community resources.

JOB DESCRIPTION ACKNOWLEDGEMENT:

I have received and reviewed this job description for Northpointe Behavioral Healthcare Systems. I fully understand my obligations and responsibilities as outlined herein.

Employee Signature

Date