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**HealthPoint Family Care**

**Medical Records**

**Reports To: Center Manager**

**Status: Non-exempt**

**Summary:** Compiles, verifies, and files medical records of medical offices by performing the following duties.

Care is delivered most efficiently when team members function at the maximum of their licensure, skill-set, and abilities. Team members are expected to recognize the roles that others on the team play and follow the organization’s establish protocols for team based care. HealthPoint’s goal of the Care Teams is to Improve Patient Health and Outcomes and Maintain high Provider, Staff and Patient Satisfaction.

Clear communication between team members is critical. Team members will communicate routinely through electronic information flow as well as minute-to-minute communication through brief verbal interactions.

HealthPoint’s Care Teams are comprised of the Provider as the lead, Clinical Support Staff (MA/LPN/RN), Triage, Registrars, Schedulers and Medical Records. Outreach Associates and Drug Assistance Coordinators may also be part of specific patients’ care teams.

**Essential Duties and Responsibilities:** This job description reflects management's assignment of essential functions. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Prepares electronic charts for next day appointments.

Purges paper charts according to current protocol.

Handles any paper chart transfers charts to other medical centers; records the transfer information in the computer.

Handles all medical records requests, electronic and paper.

Processes and copies written requests for transfer of records, records for attorneys, insurance companies, and social security.

Handles phone calls requesting information regarding patient records.

Makes sure all correspondence filed in the chart has been signed off.

Prepares paper charts for storage and maintains storage lists per current protocol.

Answers the telephone, takes messages, schedules appointments, and gives routine information in accordance with established procedures.

Assists front desk in locating charts for add-ons, test results, messages, and for same day appointments.

Electronically files all reports, lab work, and dictation into records as appropriate.

Scans paper information into patient chart per current protocol

Faxes information to other medical centers for same day appointments if not scanned and preloaded.

Handles medical requests calls; faxes information such as insurance cards, progress notes, etc. in order for HealthPoint to bill properly.

Opens, stamps, sorts, and distributes mail daily.

Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.

If Bilingual interests as needed.

Other duties and responsibilities as assigned by management.

If also an MA the following duties apply:

Preloads information into patient electronic chart according to current protocol.

**Supervisory Responsibilities:**  This job has no direct reports. The incumbent is required to direct assignments to non-exempt staff regarding basic clerical assignments such a data entry and correspondence.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**  HS diploma, 1 year minimum medical experience and Graduation from an accredited Medical Assistant Program preferred.

**Language Skills:**  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual employees must have effective skills, both written and verbal, in Spanish and English.

**Reasoning Ability:**  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**  To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

**Certificates, Licenses, Registrations:** CPR certification is not a job requirement for medical assistants in this role, but CPR certification would be required if reassignment into a clinical role is pursued.

**Other Skills, Knowledge and Abilities:**  Skill with geriatric patients and patients in lower socio-economic sectors of the community. Ability to speak Spanish desirable.

**OSHA Job Classification:** Category II – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is not a regular part of your work assignment, but exposure may occur.

**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.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**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. While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

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**Employee signature Date**,

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