



Position Title:	Medical Records Clerk
Supervision Received:	Clinic Admin Support Supervisor
Supervision Exercised:	None
Department:	Clinical
Status:	Non-Exempt
Location:	Montrose, Delta, Olathe Clinics
Hourly Rate:	\$16.16 to \$19.70

JOB SUMMARY:

To provide consistent high-quality care to patients and evaluate the needs to patients at River Valley Family Health Center. This is a full-time position requiring 40 hours a week.

CHARACTERISTIC, DUTIES AND RESPONSIBILITIES:

1. Embrace the mission, vision, and values of River Valley Family Health Centers

- Able to effectively perform the tasks and procedures required of a Medical Records Clerk in a primary care clinic setting.
 - Respond to incoming patient cases and emails from clinical staff.
 - Input data, laboratory results in discrete data, work with health fair laboratory results.
 - Compiles necessary medical records for disability claims, attorney requests, and any other outside clinic facilities.
 - Process any incoming faxes within the EMR system.
 - Follow up on incoming request from patients requesting their medical records.
 - Research Quality Health Network (QHN) site for previous records
 - Creates and sends normal letters to patients.
 - Process Release of Information requests in timely manner.
 - Updates patient status on EMR.
 - Upload incoming records to EMR
 - Traveling within clinics
- Responds to providers' inquiries for emergency room and hospital discharge summaries.
- Provides medical translation to Hispanic speaking patients.
- Maintains a professional demeanor and customer service orientation to patients, peers and providers. Will work in collaboration with other medical assistants/nursing staff and providers.

2. Additional duties and responsibilities:

- Other duties as assigned by Clinic Admin Support Supervisor.
- 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 duties requested by their supervisor

JOB QUALIFICATIONS:

1. Education or Formal Training & Experience:
 - GED/High School Diploma
 - BLS/CPR Certification
 - At least one year of experience in an ambulatory health care setting is desired but will be willing to train.
 - New Certified Medical Assistants will be considered.
 - Clerical experience a plus.

2. Knowledge, Skill & Ability:
 - Ability to establish and maintain effective, courteous working relationships with patients, staff team members.
 - Ability to work under pressure in a fast-paced environment.
 - Ability to travel to meetings outside of the service area.
 - Ability to work flexible hours to meet job requirements.
 - Must be a team player.
 - Must have a good work ethic.
 - Must demonstrate knowledge of proper disclosures according to HIPAA and 42 CFR part 2.
 - Must be able to accomplish tasks or deadlines in a timely manner.
 - Must be able to follow department instructions.
 - Bi-lingual in Spanish is a plus.

3. Physical Requirement and Workplace Environment:
 - Requires periods of standing and walking.
 - Requires long periods of time sitting while on the telephone and/or doing computer work.
 - Requires sufficient near vision to be able to read documents and computer screen.
 - Essential to have ability to lift, carry, push and pull up to 35 pounds.
 - Essential to have ability to stoop, kneel, bend, crouch, twist and reach.
 - Essential to have ability to use routine office equipment such as computer, telephone, copier, & scanner.
 - Essential to have ability to hear routine conversations.
 - Essential to have ability to comprehend both oral and written communications.
 - OSHA Classification is Category 1: All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissue, or a potential for spills or splashes of these fluids.
 - HIPPA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patient's protected health information, including the patient's entire medical record, for patient care purposes.

BENEFITS:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Disability Insurance

- 401(k) Matching
- Paid Time Off
- Employee Assistance Program

The above health, dental, and vision benefits are available by employee choice to all full-time employees after 60 days of employment effective the following first of the month. The option for the 401(k) is available after 3 months of employment. All other benefits listed are active as of the date of hire.