

Job Title: Medical Records Clerk
Department: Registration/Front Desk
Reports To Front End Manager
Effective Date 08/01/2022

Position Summary

The Medical Records Clerk will be responsible for processing all incoming and outgoing medical records as pertains to NeighborHealth Center patients, both new and established.

Principal Duties and Responsibilities*:

- Verify patient demographics in electronic medical record as well as on all printed medical records.
- Process, route and properly link all incoming electronic faxes from NHC Shared Drive.
- Upload incoming records to correct patient chart and route to ordering or requesting provider.
- Link and release orders with related results when appropriate as part of the routing process.
- Route incoming faxed prescription refill requests and prior authorization requests to Nurse Triage Team.
- Process all medical records requests by verifying the request is appropriate, verifying the patient status with NHC, and sending appropriate records as requested to requesting entities.
- Assist patients requesting medical records from NHC by having them complete the appropriate Medical Records Request form, ensuring that all necessary information is obtained.
- Accepts ownership and responsibility for all actions, tasks and requests to enhance medical records management and HIPAA compliance.
- Communicates with patients, providers and coworkers with a courteous and professional attitude.

Required Skills or Abilities*:

- Understanding of HIPAA compliance and requirements
- Strong communication skills
- Be well organized
- Ability to follow and maintain consistent processes and procedures

Required Knowledge, Experience, or Licensure/Registration:

- High School diploma or GED
- Six months of previous medical office experience
- Knowledge and understanding of HIPAA laws and requirements
- Epic experience preferred
- COVID and flu vaccines

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 regularly required to

- stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone keyboard

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.