



Job Description Health Information Technician

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<i>Reports To:</i>	Health Center Manager	<i>Approved By:</i>	Alex Armstrong, Chief Operating Officer
<i>FLSA Status:</i>	Non-Exempt / Grade 12	<i>Approved Date:</i>	March 2015

SUMMARY:

The Health Information Technician (HIT) works under the direction of the Health Center Manager or Business Service Manager. The HIT is responsible for ensuring internal and external clients are provided with exceptional customer service. The HIT is responsible for accurate and timely processing and retrieval of the patient's health records. The HIT prepares documents for scanning and scans records into the electronic health and/or document management system(s). Examines pages/images for quality and verifies patient identification. Indexes documents to correct level within electronic system and appropriately batches documents for scanning and indexing. Responds to incoming telephone calls in a timely, courteous manner. Screens and forwards calls, as appropriate. Documents and forwards messages when required and performs other duties as assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
4. Fosters and promotes a culture of service excellence and accountability.
5. Examines patients' records/medical reports/consultation reports and verifies patient identification. Identifies forms and the appropriateness for inclusion in the medical record. Scans/indexes/commits images in electronic health record per QHC's protocol.
6. Performs quality checks/reviews of paperwork filed in paper medical charts against scanned documents saved in Electronic Health Records and/or other systems to determine if documents have been electronically stored correctly. Uses discretion and good judgment in handling sensitive or confidential information and understands which decisions can be made alone and which decisions need to involve others.
7. Works with health center staff to box and prepare paper medical records for destruction or removal and transport to records storage area.
8. Performs duties with the ability to focus on details and multi-task.
9. Responds to incoming telephone calls in a timely, courteous manner. Screens and forwards calls, as appropriate. Documents and forwards messages when required.

10. Demonstrates the ability to make decisions and exercise sound judgment. Demonstrates the ability to set priorities, and complete assigned duties in a timely manner. Understands the needs of others in relation to their responsibilities and uses good judgement when responding to their request.
11. Prepares reports clearly, neatly and accurately with complete documentation in a timely manner. Follows all work through to completion in a timely, efficient manner in accordance with his/her assigned duties and responsibilities. Performs work in an honest and ethical manner with sensitivity to those affected by the decisions made. Consistently treats coworkers, vendors and the public, etc., with respect, courtesy, cooperation and professionalism.
12. Adjusts schedule in conjunction with the process of departmental scheduling and departmental need. Performs duties and tasks with minimal supervision. Identifies problem and opportunities to improve the quality of department services and provides suggestions to the Manager. Seeks guidance when necessary to effectively perform duties.
13. Perform all other duties as assigned.

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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

High school diploma or equivalency.

Experience with electronic health records and practice management systems required, familiarity with EPIC preferred.

Excellent telephone and interpersonal communication skills. Must demonstrate superior professionalism when dealing with clients, staff, and vendors, required.

Bilingual (English/Spanish/Armenian/Korean/Tagalog) preferred.

Ability to work independently, set priorities, and work well under pressure.

LANGUAGE SKILLS:

Ability to read and interpret documents including medical records and business-related documentation. Ability to compose routine reports and correspondence. Ability to speak effectively to employees and volunteers assigned to the records management and storage project.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decision and execute timely in order to produce a positive outcome.

OTHER SKILLS AND ABILITIES:

1. Ability to organize and prioritize work with minimum supervision.
2. Ability to perform most essential job duties independently and exercise good judgement.

3. Must be flexible, detail-oriented and multi-task effectively.
4. Ability to communicate orally and in writing accurately and effectively.
5. Proficiency with computer applications such as Microsoft Excel, Power Point and Word.
6. Typing proficiency at least 45 words per minute.
7. Demonstrates initiative and creativity in assigned work consistently attempting to improve workflow.
8. Open to feedback and open to changing environment, which requires flexibility in assignments.
9. Demonstrates ability and flexibility to work in other areas of the organization as needed.
10. Adheres to company policies and procedures in the performance of work duties.
11. Demonstrates required knowledge, skills, and education for job functions.
12. Performs within established policies and procedures.
13. Adjusts to change in new tasks and priorities.
14. Is open-minded and tries to understand others' point of view.
15. Seeks, accepts and acts on feedback.
16. Knowledge of simple, routine tasks. Skill to operate simple equipment.

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 use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, 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.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print)

Date

Employee Signature

