

**Health Information Specialist
Medical Records**

**Anderson Valley Health Center, Inc.
Job Description**

EXEMPT: No

SUPERVISOR: Quality Improvement Coordinator

SUMMARY: The Health Information specialist assists patients and providers in navigating coordination of care and maintaining accurate medical records for AVHC patients including but not limited to referrals to specialty providers, hospitalization, lab and radiology records etc.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
The expectations of this position are:
<ol style="list-style-type: none">1. To maintain the fax inbox for providers2. To coordinate referrals between patients and specialists3. To support pre-appointment preparation by being an active part of the clinical teams
The specific duties of the position are:
<ol style="list-style-type: none">1. Excellent data stewardship maintaining timely and accurate medical records.2. Manage fax inbox in eCW, assigning documents appropriately and monitor outbox for errors3. Provide daily management of all patient referrals including compliance with the referral policy for all patients with external referrals4. Monitor for and collect documents (i.e., consult notes, labs, imaging reports, hospital records, etc.) in the Medicity & Cerner websites, assigning them to staff as appropriate5. Answer phones, route calls appropriately, take accurate messages and appropriately handle phone requests which are directed to the health information specialist6. Maintain all communication with and regarding patient's within the medical record7. Update CDSS and alert system8. Daily prep for the following day's appointments, attend morning huddles with EHR prep for pending appointments9. checking the outgoing diagnostic imaging (DI) and following up with patients who have not scheduled their DI appointments.10. Maintaining the lab interface to ensure no missed documents accumulate there11. Attends monthly provider and quality improvement meetings
Qualifications:
<ol style="list-style-type: none">1. Demonstrate ability to do detailed work according to established formats and protocols2. Ability to communicate effectively and clearly (both written and oral)3. Ability to manage multiple processes to conclusion4. Must be able to interact effectively with other employees in all levels of AVHC and other organizations as well as the general public

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<ol style="list-style-type: none">5. EMR and computer skills6. Knowledge of the specific requirements for each specialist7. Knowledge of each third party payor guidelines8. Knowledge of medical technology and test preparation
PHYSICAL REQUIREMENTS
<ol style="list-style-type: none">1. Must be able to hear staff on the phone and those who are served in-person, and Must be able to communicate effectively both on the phone and in person2. Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents.3. Must have the ability to read both written and computer information4. Must have high manual dexterity5. Must be able to reach above shoulder level, bend, squat, sit, stand, stoop, crouch, kneel, twist/turn6. Must be able to sit at a computer for long hours
OTHER QUALIFICATIONS
<ol style="list-style-type: none">1. Maintains work schedule and reports to work on time2. Is a strong team player, works collaboratively to provide excellent patient care3. Adheres to Clinic Policies4. Act in a professional manner while performing duties listed in this job description5. Maintains confidentiality of all patients and clinic information to include Protected Health Information (PHI)6. Support the Mission of the Clinic7. Able to work well with patients, co-workers and community8. Spanish speaking is preferred but not required9. Attends meetings as required and/or requested

SUPERVISOR: Quality Improvement Coordinator

SIGNATURE: _____

POSITION: Fulltime Part-time

I accept and can perform the essential functions of the position as outlined above with or without reasonable accommodations.

SIGNED: _____ DATE: _____

