

## **EL DORADO COUNTY COMMUNITY HEALTH CENTER**

### **JOB DESCRIPTION**

**JOB TITLE:** Medical Records Coordinator  
**REPORT TO:** Manager of Front Office and Medical Records  
**DIRECT REPORTS:** None

**JOB SUMMARY:** Under the direct supervision of the Front Office/Medical Records Manager, and with daily schedule managed by the Lead Medical Records Coordinator, responsible for processing patient documents and medical records requests, accurately and timely. Responsible for patient chart abstraction, transferring historical patient information into the appropriate section of the electronic medical record. This position also supports the front office staff and medical assistants to ensure that the patient experience is delivered in a timely, dignified and caring manner; with a focus on patient satisfaction.

### **JOB DUTIES AND RESPONSIBILITIES**

1. Process incoming documents accurately and in a timely manner: eCW fax inbox, USPS mail received, inter office mail, faxed documents, paper work that has been dropped off by patients, manual lab reconciliations, and review Patient Portal correspondence three times a day.
2. Manually enter data obtained from past medical records, as well as scan patient documents into the patient's electronic medical record (EMR), per EDCCHC policy and procedure.
3. Responsible for medical record chart abstraction, per the EDCCHC policy on chart abstraction; transfer historical patient information from a paper chart into the appropriate section of the eCW EMR using scanned entry.
4. Take call reports from hospital and then give to the Medical Assistant Supervisors for distribution to the appropriate provider.
5. Process Release of Information requests; acquire appropriate signatures and information.
6. Review eCW Fax Outbox for failed faxes and forward appropriately.
7. Prepare monthly Peer Chart Reviews for the providers.
8. Maintain the paper charts storage list in the Medical Records drive. Retrieve patient charts from storage when necessary.
9. Answer the telephone promptly and answer questions.
10. Assist and support Co-Workers when needed.
11. Help with special projects as assigned and center audits.
12. Maintain a professional demeanor at all times with patients, and follow all HIPAA procedures.

13. Responsible for excellent customer service and communication with Center patients and staff.
14. Alert Manager, Front Office & Medical Records of possible problems concerning client relations, client flow, and other functions of the clinic. Complete incident reports as required.
15. Report equipment or supplies needed to Manager, Front Office & Medical Records.

### **Community Contribution/Customer Satisfaction**

1. Support and contribute to efforts to maintain and improve patient satisfaction in all aspects of health care delivery.
2. Participate in outreach activities such as agency-sponsored health fairs/events when needed.

### **Safety**

1. Follow all safety procedures and report unsafe conditions to ensure an injury-free work environment.
2. Use appropriate ergonomic measures to reduce risk of work-related injuries.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of:
  - Clinic policies and procedures.
  - Medical terminology and procedures.
  - HIPAA
- Skills in:
  - Effectively and accurately use an EMR system, eCW preferred.
  - Effective oral and written communication.
  - Using a computer for word processing and e-mail.
- Ability to:
  - Share the EDCCHC mission and work well in a team environment.
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
  - Be courteous and utilize professional behavior in all interactions with the public and staff.
  - Maintain a high level of confidentiality of client information.
  - Make decisions within certain prescribed limits according to Policies and Procedures.
  - Determine priorities in workload and meet established deadlines.
  - Work in a fast-paced environment with frequent interruptions and maintain a positive disposition at all times.
  - Be flexible in accepting, changing or carrying out assignments.

## QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

### Experience:

At minimum of two years' experience with medical records management; medical record chart abstraction desired. Experience in a primary care setting working in the medical back office as a Medical Assistant preferred.

### Education and Certification:

High School Diploma

Medical Assistant graduate desired

CPR certification recommended

## OTHER

### Physical Requirements:

Normal health center / interior office environment: see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English.

**FLSA Status:** Non-exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

I have read and understand the job description for my position, Medical Records Coordinator.

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Name

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Date