



Virginia Garcia Memorial  
**HEALTH CENTER**

### **Job Description**

**Job Title:** Medical Records Clerk (480)

**FLSA:** Hourly (Non-exempt)

**Base Salary:** \$11.7604 p/hr (\$24,462 if annualized)

**Department:** Patient Support (085)

**Reports to:** Clinic Manager/Assistant Clinic Manager

*The Virginia Garcia Memorial Health Center's mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.*

**Job Summary:** The role for this position requires maintaining patient's medical records according to VGMHC's standards. He/she will organize and file all pertinent patient information in correct patient's files, will pull patient's medical records as needed and replace records when returned. Will send and receive all requests for patient information. This individual will fill in as the Front Office Receptionist and Switchboard as requested by Supervisor. Will function as part of the Front Office Team.

#### **Essential Duties and Responsibilities:**

- Maintain all charts according to standard format
- Maintain all active records, purging old records to storage on a yearly basis
- Keep all medical records secure, according to VGMHC's standards
- Pull old medical records from CD storage as requested
- Organize incoming records and file lab, EKG, X-ray, and other patient communications and reports in appropriate areas of patient charts
- Give charts with positive results to medical provider for review
- Return files to medical records area when tracking is finished with the chart
- Pull patient files for scheduled appointments and/or walk-in patients as requested through staff or EPIC
- Mail and/or fax patient information according to VGMHC's protocol on confidentiality
- Update information on patients previously registered
- Provide patient assistance with appropriate information to patients as needed (R.O.I.).
- Coordinate patient flow with nursing staff

- Retrieves all incoming faxes and pulls charts as needed to release information as corresponded
- Be knowledgeable about the job responsibilities of other Front Office staff
- Participate in all department and full staff meetings
- Follow ER report protocol (per clinic)
- Perform other duties as requested by Supervisor.
- Handle protected health information in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### **HIPAA Requirements:**

The medical records clerk has access to PHI in order to create and maintain an accurate and up to date medical record. The medical records clerk also handles PHI for disclosures to outside entities. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The medical records clerk is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure). The medical records clerk also may be trained to cross cover for the check-in receptionist, the check-out receptionist and/or the phone receptionist, and while performing those duties, will have access to PHI as per that job description.

### **Knowledge, Skills and Abilities Required:**

- Knowledgeable in medical terminology
- Ability to handle highly confidential, sensitive and non-routine information
- Ability to work effective with staff members and external contacts
- Ability to work in a fast-paced, wide range environment
- Proficiency in English & Spanish, both speaking and written language
- Basic computer skills

### **Education and Experience Required:**

- High School Diploma or equivalent
- Medical records experience, preferably in an ambulatory health care setting

### **Behavioral Competencies:**

#### ***Accountability***

- *Role model VG's mission, vision, and shared values*

#### ***Customer-Focus***

- *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

#### ***Teamwork***

- *If someone needs help, help them*

#### ***Initiative***

- *Be innovative, apply fresh ideas, and continuously improve how you do your work*

**Confidentiality**

- *Maintain strict confidentiality and respect the privacy of others*

**Ethical**

- *Demonstrate integrity, honesty, and stewardship in all encounters at work*

**Respect**

- *Demonstrate consideration and appreciation for co-workers and patients*

**Communication**

- *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

**Physical Requirements:**

- Standing – up to 95%
- Walking – up to 95%
- Sitting – 5%
- Bend, Reach, Stoop – 95%
- Use of Computer – 50%
- Ability to lift/carry up to 35 lbs.

**Immunization**

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

*Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.*

**Employee’s Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Supervisor’s Signature:** \_\_\_\_\_ **Review Date:** \_\_\_\_\_

**Workplace site (circle one)**

- VG Home Location:** VG Administration  
 VG Beaverton  
 VG Cornelius  
 VG Dental – Hillsboro, Cornelius, McMinnville  
 VG Foundation  
 VG Hillsboro  
 VG McMinnville  
 VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville