

Class Title: Medical Records Administrator

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Manages Norfolk Community Services Board medical records; develops, implements, and oversees the maintenance, confidentiality, and regulatory compliance of consumer medical records; plans, organizes, and directs the activity of the medical records department staff; coordinates the flow of medical records information and implements ongoing quality improvement efforts within medical records department; oversees medical records data entry, releases of information; develops and monitors the medical records departmental budget.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Develops and implements policies/procedures regarding medical records, to include records storage, filing, medical records office functions, and confidentiality issues; develops, evaluates, and revises agency medical record forms in accordance with licensure, regulatory, third party payer, and agency requirements; provides technical advice concerning medical records issues to agency staff; participates in planning for future development and industry changes in the medical records field to keep the agency abreast of issues and innovations.
2	S	Plans, organizes, and directs the work of medical records office staff; interviews, recommends for hire, and reviews performance of subordinate medical records staff;
3	S	Reviews, manages and maintains departmental budget to meet revenue and expense goals.
4	S	Reviews and makes recommendations for active and closed file storage, records retention and disposition in accordance with legal requirements and monitors and assures adherence to these schedules; maintains active and closed file storage areas including inventory, tracking and liaison with off-site document storage contractors; establishes medical records protocols for chart order of assembly, filing, etc.
5	S	Monitors medical records documentation of providers via records reviews, data collection practices, data analysis and prepares statistical reports related to findings; responds to subpoenas and court orders for the release of consumer medical records; runs and distributes quality assurance exception reports related to medical records (i.e. open cases with no activity, duplicate medical record numbers, etc.); develops medical records office data entry processes in coordination with Information Systems to assure optimal data quality and integrity.
6	S	Performs related work as assigned.

CSC Adopted: June, 2012 , CSC Revised: _____

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Graduation from High School and at least two years of college level course work in records management or a related field or equivalent training.
Experience	Two years of experience in a records management position, or equivalent experience.
Certifications and Other Requirements	Requires certification and ongoing maintenance of certification as a Registered Health Information Technician (RHIT) in accordance with AHIMA requirements or equivalent
Reading	Work requires the ability to read medical documentation, technical materials, laws and regulations related to medical records management
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division as well as calculate percentages; ability to prepare medical records division budget.
Writing	Work requires the ability to write prepare policies and procedures regarding medical records documentation, retention and disposition schedules, storage, staff evaluations, memos and other correspondence.
Managerial	Makes recommendations regarding policy development and implementation. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Budget Responsibility	Recommends and prepares divisional budget; monitors, approves expenditures for program area.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives, and policies. Requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

CSC Adopted: June, 2012 , CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Fax, filing; for prolonged periods
Sitting	F	Computer, desk work, filing; for prolonged periods
Walking	F	Fax, filing
Lifting	F	Office supplies, files, books, manuals
Carrying	F	Office supplies, files, books, manuals
Pushing/Pulling	F	Filing
Reaching	F	Filing
Handling	F	Office supplies, files, books, manuals
Fine Dexterity	F	Computer keyboard, calculator, writing
Kneeling	F	Filing for prolonged periods
Crouching	F	Filing for prolonged periods
Crawling		
Bending	F	Filing for prolonged periods
Twisting	F	Filing for prolonged periods
Climbing		
Balancing	F	Filing
Vision	C	Extensive use of computer/software, other office equipment, desk work, reading, writing, filing, absence of color-blindness; ability to distinguish letter or symbols
Hearing	C	Telephone, co-workers, staff, supervisor
Talking	C	Telephone, co-workers, staff, supervisor
Foot Controls	O	Driving
Other (specify)	C	

CSC Adopted: **June, 2012** , CSC Revised: _____

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer/software, copier, facsimile machine, and related office equipment.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	-------------------------------	--------------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)			

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	
Shop	
Vehicle	
Outdoors	
Other (see 2 below)	

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	R
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	C
Noisy/Distracting Environment	R
Other (see 3 below)	O

- (3)