



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	925637501	Last Revised:	3/27/2017
Position Title:	Medical Records Specialist	Department:	TIHCS
Reports to:	TIHCS - Administrator	Division:	PHHS

Primary Function: Responsible for initiating the medical record for all in-home care patients for all programs. Completes medical coding for each program in compliance with CMS, ACHC and other industry regulations, always using best practice methods to maximize patient revenue reimbursements. Provides all external and internal customers with prompt, courteous attention to requests pertaining to the in-home care medical records. Identifies incomplete, late and inaccurate documentation and initiates a system developed by the PI committee, working with each program supervisor to ensure that records are accurate and complete with in CMS guidelines. Must maintain audit duties, filing and computer data entry as mandated by federal, state, and local standards. Must protect PHI at all times.

Job Duties and Responsibilities: Must have thorough knowledge of the office procedures, policies, and guidelines for all PHHS and Tribal In-Home Care Services.

Must have a comprehensive understanding of medical records maintenance and processes.

Knowledge of home health billing processes in NC, including Medicare and Medicaid guidelines as it pertains to the accuracy of documentation.

Protects all medical record information from loss, defacement or destruction before retention period ends.

Ensures all programs' censuses are up to date.

Files medical records promptly and accurately for each in-home care service at least daily. Ensure that documents pertain to the appropriate service, as patients may be eligible for more than one services at a time.

Maintains all current and discharged charts per best practice guidelines.

Assumes duties related to record review and data collection focusing on Quality Measures, working in tandem with the QI coordinator.

Must be able to operate a computer, calculator, telephone, copy machine, facsimile, postage machine, public address system and other office equipment as required.

Review Home Health MD order, and print/distribute for signature and date, adhering to CMS guidelines.

Requires the ability to organize work, deal effectively with the public and fellow staff members, communicate effectively both verbally and in writing, follow instructions, and work as a member of a team as well as independently.

Performs various secretarial duties such as typing, filing, data entry, taking minutes at meetings and record keeping. Prepare and process travel requests, purchase orders, and HR requests.

Participates in the development of new forms, or creation of paper paths that will improve documentation or facilitate productivity. Assist in the Annual Report to Tribal Council.

Acts as a liaison to CIHA by attending inpatient rounds. Gather information at each meeting to identify potential referrals for any or all services provided by TIHCS.

Maintains healthcare provider CPR certification, and professional certification/licensure without lapse. Maintain proof of automobile liability insurance, providing a copy to supervisor/QI coordinator.

Expected to obtain continuing education both through in-service training and self-propelled training modules both in- house and on location.

Performs job duties according to established safety guideline and tribal policies.

Performs other duties as assigned.

In the event of a public health emergency, employee may be reassigned to a duty station to ensure safety and deliver treatment to the public as quickly as possible.

Comes to work as scheduled and consistently demonstrates dependability and punctuality.

**Education
/Experience:**

Licensed in NC as a LPN or Certified Medical Assistant.

Valid NC driver's license.

Minimum of two years of experience in an office setting with clerical and secretarial experience is preferred.

Minimum of two years of experience in a healthcare related field is required.

Must not have any substantiated history of abuse, neglect, misappropriation or violation of patient's rights.

Position will require six to nine months to become proficient in most phases of the job

Job Knowledge:

Must have a thorough knowledge of programs offered, policies and procedures of PHHS and Tribal In-Home Care Service Programs.

Must be able to learn and maintain knowledge of the electronic medical record software system once on the job training has been completed.

Requires the ability to organize work, deal effectively with the public, and communicate effectively both verbally and in writing with all customers of the TIHCS agency. Must be able to work independently and demonstrate good time management skills. Cultural competence and sensitivity is required. Must demonstrate knowledge of medical record maintenance. General knowledge of medical terminology, disease processes and their treatment is required.

Complexity of Duties:

Ingenuity and judgment are required to review facts, plan work, deal with facts that are not easily evaluated, interpret results, draw conclusions and take or recommend action. Must consider patients' needs within compliance with government regulations. Requires a high degree of accuracy in reporting health abnormalities/concerns to the patient's nurse case manager or providers when communicating with patients and caregivers via phone or in person.

Contact with Others:

Interacts frequently with coworkers, hospital staff, patients, and other health professionals for the purpose of exchanging information, obtaining, or providing assistance. Tact, courtesy, and professional conduct are required to maintain positive working relationships. Utmost sensitivity and confidentiality is required when dealing with patients and families.

Confidential Data:

All data is confidential and strict adherence to all applicable tribal confidentiality policies, procedures and guidelines is required, including but not limited to ACHC Standards of Home Care, HIPPA, Code of Conduct, and any applicable industry standards. Improper handling of confidential information could result in damage to patient relations, professional reputation, and credibility of the program. Has access to all patient files, and individual health record information, which are confidential and privileged.

Mental /Visual /Physical Effort:

Close attention to detail and mental concentration are required while performing duties. Is subject to frequent interruptions requiring varied responses, which can cause distractions. Physical effort required to perform the job includes sitting, standing, walking, reaching with arms, bending, manual dexterity, visual acuity, and the ability to speak and hear. Requires the analytical ability to evaluate theoretical as well as practical applications. Requires the ability to think abstractly. Must have strong problem solving skills. Must have a completed fit for duty form noting ability to perform job functions.

Environment:

Works in both office and clinical environments, including patient homes, hospital and outpatient clinics. Potential exposure to contagious disease and infection. Must adhere to OSHA standard precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal patient care.