



Job Description

Job Title: Health Information Assistant
Department: Health Information
Reports To: Director of Revenue Cycle
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: 04/02/2010
Approved By: Director of Revenue Cycle
Approved Date: 04/2013
Revised Date: 08/09/2023

SUMMARY

Compiles and maintains, and retrieves health information of patients of Bigfork Valley Hospital, Clinics, and Communities to ensure complete documentation of condition and treatment. The Health Information Assistant must exhibit an awareness and understanding of positive ethical and moral principals consistent with the mission and values of Bigfork Valley.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform daily rounds to deliver paperwork to designated areas and pick up outpatient and inpatient charts from various departments in the facility.

Analyze and review medical records for completeness and accuracy of documentation according to specified standards.

Assemble, analyze and scan outpatient and inpatient paper medical records into the electronic medical record.

Process release of information requests, after assuring requesting body has appropriate authorization to access information, which requires knowledge of federal and state privacy and confidentiality regulations.

Act as a resource for the healthcare center on appropriate use and disclosure of protected health information.

Ensures documentation/dictation/transcription is complete, accurate and timely.

Access dictated files via web based technology using appropriate safeguards.

Assigns chart deficiencies to physicians/providers and then verifies signatures and dictation to assure chart completeness.

Incomplete Chart Control by monitoring completion of medical records in accordance with time standards.

Confer with doctors, nurses, and other health personnel to assure complete, current, and accurate medical records.

Maintains and utilizes health record indexes and storage and retrieval systems.

Operates computer to process, store, and retrieve health information.

Assists in identification of medical records needed using both manual and computer indexes.

Answers the main phone line in the Health Information Department and assists callers as needed to direct calls to the appropriate personnel.

Assists departmental co-workers in special studies and audits or research as needed.

All other duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation - Demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability - Manages competing demands; changes approach or method to best fit the situation.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

One year certificate from college or technical school in medical administrative assistant; or two-year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Medical terminology helpful.

MATHEMATICAL SKILLS

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

COMPUTER SKILLS

To perform this job successfully, an individual needs proficient computer skills and should have knowledge of Meditech Database software, Microsoft Word processing software, and Winscribe Dictation software.

CERTIFICATES, LICENSES, REGISTRATIONS

Certificate of completion from clerical technical course with medical emphasis preferred.

OTHER SKILLS AND ABILITIES

Health care experience preferred. Must be attentive to detail. Must be able to alphabetize and prioritize effectively.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk, sit, climb and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job includes close vision, color vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

I have read this job description and agree to work as assigned:

Employee Signature

Date