



POSITION TITLE: Health Information Operations Specialist

NATURE OF POSITION: The Health Information Operations Specialist is an integral member of the interdisciplinary health team and assumes responsibility for medical records maintenance according to departmental guidelines. The position is also responsible for accurate, timely, and proper scheduling of ordered services based on referrals.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required
- Experience in medical records, referrals, or clerical duties performed
- Knowledge of medical terminology preferred
- Strong clerical and organizational skills as well as attention to details
- Strong written and verbal communication skills
- Proficient in computer software such as Microsoft Office, Word and Excel
- Ability to work and communicate with a multidisciplinary healthcare team and the public
- Must demonstrate proficiency in typing
- Possess the ability to multitask and work in multiple programs at any given time
- Self-motivated and organized with flexible approach and adapts to change
- Ability to work efficiently and effectively in high volume department and prioritize accordingly
- Must be able to sit, stand, walk, bend, and/or lift for extended periods of time

RESPONSIBILITIES:

- Always protects the confidentiality of the patient and their records by complying with the COFMC Patient Confidentiality and HIPPA policies/procedures
- Maintains high level of confidentiality by not discussing patient information, except when it directly relates to the case of the patient
- Responsible for proper maintenance of all medical records
- Ensures proper authorization has been received from the patient prior to releasing medical records
- Distributes incoming faxes according to urgency
- Refers initial and follow up appointments for all providers/patients
- Submits medical records/pertinent patient information to receiving facility
- Contacts patients with appointment information and requirements for appointments made
- Tracks and follows up on incoming referrals
- Maintains close working relationship with all clinical staff to ensure optimal patient flow

- Participates in Performance Improvement Teams
- Communicates clearly and effectively with co-workers
- Rotates to other sites as needed
- Participates in training other staff and new employees
- Participates in agency-sponsored staff trainings and events (safety, OSHA, staff meetings, etc.)
- Participates in orientation/training activities for new departmental personnel.
- Performs other duties as assigned

ORGANIZATION:

- Exhibits enthusiasm, a positive attitude, and professionalism in the workplace
- Handles personal conflict and works through it at the lowest possible level (first with party/parties involved, then, if necessary, with 3rd party mediation)
- Displays a friendly manner and is easy to approach
- Maintains a neat, clean, well-groomed, appearance and dresses in accordance with the dress code policy
- Leaves personal problems out of the workplace
- Treats all co-workers with dignity and respect
- Abstains from gossip in the workplace
- Arrives on time and works through designated hours
- Completes tasks effectively, accurately and on time
- Demonstrates little or no absenteeism/follows leave guidelines
- Follows designated line of support
- Display a willingness and flexibility to respond to unusual job-related demands
- Manages time well
- Recognizes and assists others in the work of the department, even though the work may be outside of regular duties
- Shares equally in the workload of the department
- Works cooperatively with all team members and departments
- Works independently requesting assistance from supervisor only as needed
- Abstains from criticizing COFMC, colleagues and supervisors
- Demonstrates loyalty to COFMC, colleagues and supervisors
- Demonstrates support of the mission and vision of COFMC
- Accepts and participates in cross training
- Takes initiative to identify skill development needs
- Commitment to the COFMC mission.