

**Job Title:** PHR Personal Health Record / Medical Records Specialist  
**Department:** Health Information Management (HIM) Department  
**Reports To:** HIM Manager  
**Salary Level:** KGS 5  
**FLSA Status:** Nonexempt  
**Approved By:** Chief Executive Officer  
**Approved Date:** February 8, 2023

## GOALS FOR POSITION

Specialist in organizing and maintaining patient health portal and following regulatory policies and procedures related to confidentiality and the releasing of patient information. Will be responsible for administering and maintaining the links between our patients and their health information via portal. Act as an advocate for the patient with their Health Care Team.

## SUMMARY

Administer the accounts to the patient to gain access to their own health record. Connecting the patient to his/her health information via portal and provide ongoing support to the patient. Be responsible for maintaining passwords and support activities. Be the messenger who receives secure messages from patients and forwards these messages to his/her care team.

This position is also responsible for carrying out a variety of health information functions. The incumbent performs duties related to the receipt, scanning, auditing, indexing, and destruction of health and administrative information. Sorts and routes mail and faxes daily. The incumbent will interface with personal computer (PC) applications as well as numerous Vista applications. In this regard, the incumbent will index each scanned document into the RPMS database which will be accessed via CPRS (Computerized Patient Record System) and GUI tools, then associate each scanned document with the correct patient's CPRS record, the appropriate TIU document, assign the appropriate document-named nomenclature, and electronically "sign on chart" scanned documents.

Develop a good working relationship with all Departments of the organization, especially Medical, Nursing, Front Office, Pharmacy, Referrals, Billing and Co-workers.

Also develop a good communication network with all the patients of the organization.

## FUNCTIONS & RESPONSIBILITIES

1. Must be dependable and accountable.
2. Utilizes telephone for patient contact and medical interactions.
3. Must be able to follow directions and remain confidential.
4. Must be knowledgeable of medical record content.

5. Must possess the ability to teach patients about their account, confidentiality, and health record.
6. Must be flexible and patient.
7. Must possess the ability to keep and maintain reports.
8. Must possess the ability to assign and remove registration privileges from patients.
9. Must be able to triage patients and forward their concerns and messages to the clinic clerk, nurse, care manager, physician or any health care provider as needed.
10. Must validate the patient's identity by two forms of identification.
11. Must record and document patient access to their own account and keep in a secure file.
12. Proficient with Resource and Patient Management System (RPMS), Electronic Health Records (EHR).
13. Copy Records as needed to assist with the medical records requests that come into the Department.
14. Log record requests into the Release of Information Package in the computer, as needed.
15. Log incoming and outgoing faxes onto the fax logs, as needed.
16. Route incoming reports or mail to the appropriate in box.
17. Captures clinical and administrative information in a timely manner effectively utilizing the Vista Imaging package.
18. Assures that hard copies are archived, and/or destroyed utilizing the appropriate record control schedule.
19. The incumbent audits scanned documents entered by other staff and verifies that documents are stored in the appropriate note titles and stored in Vista accurately. Responsible to maintain the audit logs and turn them in weekly to Manager.
20. Retrieves medical records for physicians, mid-levels and clinic staff as needed.
21. Looks up patient names and identification numbers in the computer and MPI.
22. Screens telephone calls and takes messages for the Department as needed.
23. Use EHR to verify patient information and copy records as needed.
24. Audit scanned documents in EHR and report all errors to appropriate party, for corrections to be made.
25. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES** This job has no supervisory responsibilities.

**QUALIFICATIONS:** Patient Health Record Specialist must be very knowledgeable about the equipment used within the medical record department and must be able to learn new systems and software platforms as technology changes. They must have excellent interpersonal and communication skills. Good attention to detail and the ability to prioritize and manage important information requests is also required. 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. Must

possess the knowledge of Medical Record content, assist patients with computer access, and maintain secure files and pass codes.

**BASIC REQUIRED ABILITY**

**PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS:** Addresses clients by name; smiles when talking to clients, physicians, peers, and families; answers the telephone courteously and promptly; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses excellent listening skills; interacts with clients and peers.

**JACHO RESPONSIBILITIES:** Responsible for helping to prepare, achieve, and maintain accreditation by the Joint Commission on Accreditation of Healthcare Organizations. By serving on the various performance improvement subcommittees individual employees are directly involved in the generation or modification of policies & procedures that enable KMC to provide continuously improving healthcare.

**COOPERATION:** Must be a self-starter; seeks solutions; accepts constructive criticism; willing to adjust to changes; loyal to K'ima:w Medical Center.

**PROFESSIONALISM:** Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

**INITIATIVE:** Willing to participate in continuing education programs; asks questions; contributes during staff meetings; serves on K'ima:w Medical Center committees as appointed; demonstrates a desire for self improvement.

Knowledge of and the ability to maintain strict confidentiality of medical and administrative records adhering to the standards for health record-keeping under HIPAA, and Privacy Act requirements.

**JOB SPECIFIC SKILLS & ABILITIES**

Skill in operation of computer, patient health portal, and other office equipment.

Demonstrated ability to have interpersonal skills.

Demonstrated knowledge of maintaining and managing files and records (numerically and alphabetically).

Knowledge of medical record content.

Demonstrated ability to type 60 wpm.

Experience with RPMS, EHR and Microsoft Programs.

At least 2 years' experience in working in a medical setting.

Must possess two years' experience working with EHR and RPMS.

Must possess the ability to teach patients and be flexible of the patient's needs.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); and at least two years' related experience and/or training.

Must be knowledgeable of an Electronic Health Record System/RPMS.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Current CPR Certificate.

**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. Ability to speak effectively to patients or employees of an organization.

**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.

**CONFIDENTIALITY:** Employee must be aware of and adhere to Ki'ma:w Medical Center's Confidentiality Policy and deal appropriately with patient confidentiality at all times.

**CONDITIONS OF EMPLOYMENT:** Employee is subject to baseline and random drug testing per the Hoopa Tribal Drug & Alcohol Fit for Duty Policy. Employees will serve a 90-day introductory period. Employees are subject to introductory and semiannual performance evaluations. Preference will be given to qualified Indian applicants pursuant to the Tribe's TERO Ordinance.

**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 sit, use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include 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.

While performing the duties of this job, the employee is occasionally exposed to blood borne pathogens, airborne fomites, infections, and other contagious diseases. The noise level in the work environment is usually moderate.

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Employee Signature & Date

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Supervisor's Signature & Date

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Human Resource Director

**ANNUAL TRAINING REQUIREMENTS:** At a minimum Employee is required to be certified for the following training:

KMC Annual Orientation, to include infection control, safety, & personnel policies, etc.  
CPR every two years.