



---

## JOB DESCRIPTION

---

**CLASSIFICATION:** Non Exempt

**POSITION TITLE:** Medical Records Clerk

**PROGRAM NAME/  
LOCATION:** Total Health Community Clinic  
180 Atwater St N

**EMPLOYMENT STATUS:** Full Time

**SUPERVISOR:** Office Manager

---

### FUNCTION:

Provide general assistance to the medical records department.

### SUPERVISORY DUTIES:

None.

### GENERAL DUTIES:

- 1 Performs duties assigned by the Supervisor.
- 2 Meets established timelines.
- 3 Meets established attendance criteria and starts work promptly.
- 4 Knows and consistently implements all approved policies, protocols and procedures.
- 5 Regularly supports compliance and accreditation efforts as assigned including, but not limited to OSHA, Joint Commission, AAS and HIPAA and Behavioral Healthcare Network.
- 6 Consistently supports the organization's mission as defined by the Board of Directors and the Executive Director.
- 7 Participates in required meetings and events.
- 8 With the immediate supervisor, sets and achieves annual goals for job performance improvement.

- 9 Monitors the entire work environment, ensuring the entire facility, indoors and outdoors, is kept as clean and orderly as possible.
- 10 Effectively participates as a member of the team and promotes teamwork.
- 11 Consistently demonstrates good use of time and resources.
- 12 Consistently interacts with clients and staff in a professional manner that reflects favorably on the organization and that is conducive to high productivity.

**SPECIFIC DUTIES: (The first five are Core Competencies)**

- 1 Maintains a timely completion medical record by accurately analyzing appointment and file back charts.
- 2 Maintains the manual chart tracking system to retrieve a chart upon request in a team environment.
- 3 Routes abnormal lab, diagnostic testing, message and prescription refill requests timely and accurately to the requestor or recipient.
- 4 Files completed loose protected health information (PHI) sheets; lab, diagnostic testing, dictation, reports or other correspondence timely and accurately into the chart.
- 5 Assist in looking for lost charts.
- 6 File charts back as required.
- 7 Assist with answering phones, scheduling for psychiatrist, and check in of clients as needed.
- 8 Look up medical records' numbers as needed.
- 9 Assist in coordinating the drop off and pick up of transcription with the outsourced transcription vendor.
- 10 Assist with tracking providers' dictation to assure accuracy and completion.
- 11 Assist with coordination and copying patient charts.
- 12 Assist with retrieving completed charts from providers offices and other designated chart pick-up areas.
- 13 Ensures the work area is organized, neat, clean, and properly supplied.
- 14 Ensures that files, file cabinets and storage areas are clean, secure and well maintained.
- 15 Maintains strict confidentiality PHI and clinic information.

**QUALIFICATIONS:**

- 1 High school graduate or equivalent
- 2 Ability to get along with staff and patients.

- 3 Ability to cope with a fast-paced environment.
- 4 Ability to work flexible hours.
- 5 Must have the ability to communicate effectively and handle medical records in a confidential manner.

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF POSITION:**

- 1 The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, picking, pinching, typing, and lifting.
- 2 The worker is subject to inside environmental conditions.
- 3 Light work, Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- 4 Must wear scrubs or uniform.

**HAZARDS OF POSITION:**

- 1 The worker is exposed to infectious diseases.
- 2 The worker is exposed to unpredictable behavior.
- 3 TB testing - moderate risk
- 4 Hepatitis B testing - low risk