



Job Description

IDENTIFICATION

| <i>Position Number</i> | <i>Position Title</i> | |
|------------------------|--|--------------------------------|
| U0326 | Health Information Management Professional | |
| <i>Department</i> | <i>Position Reports To</i> | <i>Site</i> |
| Health Records | Manager, Information & Communication Technology | Hay River Health Center |

PURPOSE OF THE POSITION

Assist the Manager in the provision of accurate, complete and accessible health information services in accordance with accepted National, Territorial and HRHSSA standards and policies. Patient files are analyzed and organized for patient care and statistical data reported for strategic planning and utilization purposes.

SCOPE

This position is located at the Hay River Health and Social Services Authority (HRHSSA). The HRHSSA is an accredited, integrated health authority that provides the following services; 19 acute inpatient beds, emergency services and ambulatory care services including, dialysis and endoscopy; 10 Extended Long Term care beds; Woodland Manor a 15 bed long term care centre; Supportive Living Campus, a Territorial campus providing 10 permanent residences and 2 respite with a skills development centre; Diagnostic imaging, Ultrasound and Mammography; Laboratory services; Medical and Specialty Clinic services; Community Counselling services; Social Services providing Child & Family Services; Community Health and Home Care Services; Rehabilitation services and a full range of support services.

Reporting to the Manager of Information and Communications Technology, the incumbent assists the Manager in performing the Health records functions for the HRHSSA. It is necessary to maintain meticulous Health records to ensure accurate patient information is available for patient care, statistical analysis and strategic planning for the Hay River Health & Social Services and submission to the Canadian Institute for Health Information (CIHI) and the Department of Health and Social Services. This position has daily contact with physicians and nursing staff for patient information exchange, transcription queries and consultations.

In the Manager's absence, the incumbent supervises and/or provides services required in gathering and maintaining statistics and reports on utilization and processes requests for patient information from medical institutions, nursing units, individual physicians. Services, such as release of information to RCMP, lawyers, Department of Health and Social Services will be carried out by the incumbent until the return of the Manager.

RESPONSIBILITIES

1. **The Health Information Management Professional assists with all duties within the department and must be prepared to perform required duties in the absence of the department head, according to standards, guidelines and HRHSSA policies and procedures, to ensure effective records management:**

Main Activities:

- examines the medical record for deficiencies, and if any found, completes deficiency slip and returns the record to physician for completion;
- completes the Hospital Admission and Separation Form for inpatient discharges and day surgery patients for Finance and codes them according to ICD-9-CM;
- records daily admissions and discharges, computes census statistics, and updates the computerized Employee Master Patient Index (EMPI);
- files late inpatient reports in the patient's chart;
- makes copies of documents for review by the Medical Staff, eg. pathology reports, blood products, and deaths;
- performs a final qualitative and quantitative analysis of the record prior to filing the completed chart for each discharge;
- codes diseases, injuries, and medical and surgical interventions using the ICD-10-CA and CCI coding systems, for inpatient, and day surgery patients;
- assign physician fee codes/ICD.9 codes for the Clinic/Hospital including in-patient and out-patient;
- responsible for everyday releases of information that are non-urgent and non-ATIPP and any other releases as designated by the Manager;
- contacts physician to seek clarification of diagnoses and interventions;
- reviews error list from CIHI and makes necessary corrections;
- performs coding audits on CIHI monthly and annual reports as part of the Department's quality assurance program;
- transcribes medical reports, dictated by physicians, such as history and physicals, operative reports, consultations and discharge summaries, to provide a permanent record of diagnosis and treatment of patients;
- applies knowledge of medical terminology and grammar when listening to dictation and transcribing it into the computer;
- edits reports for demographic information, phraseology and grammar;
- prints reports for physicians to review and sign;
- files outpatient reports.

2. **Other responsibilities include:**

Main Activities:

- takes training to keep up to date with changes to coding systems, new software and interpersonal relations;
- acts on committees when assigned or as a volunteer;
- participates in workload studies in the Department;
- performs other duties as assigned by the Manager;
- acts as the Manager of the Department when authorized.

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- conscientious, reliable, responsible, must accept confidentiality of communications, discussions and recorded information;
- familiar with medical ethics, health law, and legal requirements and issues;
- sound working knowledge of health record functions;
- strong knowledge of anatomy, physiology, pharmaceuticals, epidemiology, elements of treatments and therapies;
- extensive familiarity with ICD-9-CM, ICD-10-CA, CCI and coding practices;
- ability to carry out the duties within the department: coding, abstracting, auditing, transcribing, etc.;
- strong knowledge and technical expertise to abstract and code health records;
- working knowledge of electronic Health records (eg. Medi-patient, PACS, Wolf, etc.);
- high standard of English grammar and spelling including medical terminology
- meticulous work habits;
- competent keyboard and transcription ability;
- extensive familiarity with computer programs for word processing and data entry (eg. Word, MED2020);
- math skills and knowledge of statistical mathematics.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

This level of knowledge is acquired through the completion of a certified Health records Program. Current registration with the Canadian Health Information Management Association (CHIMA) is mandatory. Experience working in a health care environment for a minimum of six months is preferred.

WORKING CONDITIONS

Physical Demands

Long periods are spent sitting in front of a computer this is very fatiguing and may cause back and neck discomfort

- daily
- high

The incumbent is required to bend, stretch, reach and lift to file and retrieve records from the filing shelves

- daily
- Medium

Difficult to shift position of movable shelving units on their tracks because the shelves are full of files and the floor is sloped; shelving units have eight shelves double sided and are moved manually with a rotating handle

- daily
- high

Environmental Conditions

The file room is dusty and has poor lighting since lights run the same direction as the shelving units and often work is done in the shadows

- daily
- high

Working in the Hospital could expose incumbent to infection and disease

- daily
- low

Sensory Demands

Intense concentration required reading medical reports B handwriting of most physicians can be difficult to decipher

- daily
- high

Intense concentration required when transcribing medical reports B some physicians can be difficult to understand because of their accents

- daily
- high

Working with a computer for long periods causes eyestrain, and possible repetitive strain injuries

- daily
- high

Computer work requires manual dexterity, for transcription and data entry and may also cause eyestrain

- daily
- High

Mental Demands

Incumbent is faced with deadlines, which can cause stress and emotional fatigue, e.g. demand of emergent data or transcription

- can be up to three times a month
- high

Communications with clients, the public and a wide variety of professional backgrounds and temperaments with regard to discussion, inquiries and requests for information which may or may not be available to them is mentally demanding

- Daily

CERTIFICATION

Position Number:

| | |
|--|---|
| <hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <hr/> <p>Manager Title</p> <hr/> <p>Manager Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
| <hr/> <p>Director/Chief Executive Officer Signature Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p> | |

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

November 25, 2014 – updates report to from Supervisor to Manager
December 2020 – updated reports to
December 2021 – Training Update