



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Job Description

IDENTIFICATION

Position Number	Position Title	
"New"	Health Records Clerk	
Department	Position Reports To	Site
Health Records	Manager, Information and Communication Technology	Hay River Regional Health Center

PURPOSE OF THE POSITION

Assist the department 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; Woodland Manor a 25 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, Information and Communication Technology (ICT). This position works within a team environment and has daily contact with physicians and nursing staff for patient information exchange and consultation. The Health Records department processes approximately 14,000 patient encounters per year.

The Health Records Clerk is responsible for the maintenance of meticulous medical records, both paper and electronic based, to be able to improve access to patient information at the point of care, support collaboration along the patient care continuum, improve the ability for reporting and quality improvement initiatives and most importantly improve the care and safety of patients.

The Health Records Clerk processes all ambulatory care patient documentation and works independently to ensure this documentation is prepared and processed correctly and is in the required assembly order. All documentation is highly confidential.

The Health Records Clerk is responsible for chart requests and deliveries throughout the hospital to authorized users, as well as transfer of information to clinics, Health Centers and other health facilities.

The Health Records Clerk is responsible for governing a unique patient numbering system. The incumbent will merge patient information and eliminate duplicate patient identification numbers in both electronic and paper systems. Processing patient charts and documents often requires lengthy periods of sitting or standing, concentration and attention to detail.

RESPONSIBILITIES

1. Clerical support for patient medical records - by processing all ambulatory care patient documentation accurately and efficiently

Main Activities:

- Processing includes sorting, separating, assembling, filing and distributing according to department procedures. Medical reports and documents must be assembled and filed in an established order within the correct patient chart for health care professionals. Errors may lead to inaccurate diagnosis and treatment.
- The incumbent assists technicians in the process of gathering charts for studies, audits, and for physicians' completion.

2. Reception support - by answering telephones and assisting public and staff that come to the Health Records Department.

Main Activities:

- The incumbent will provide information to callers or refer calls as appropriate.
- The incumbent will deal with varied users of patient records and be required to discern who is authorized to access patient information.

3. Administrative support

Main Activities:

- by sorting and distributing both incoming and outgoing mail, and distributing and releasing outgoing patient records in a timely manner to family physicians and other health care providers for continuity of patient care.

4. Manages and maintains the physician shadow billings through the ICORE Program, ensuring accuracy, completeness and timeliness of processing.

Main Activities:

- Registration of the physician through the Department of Health and Social Services and the GNWT in order to process physician billings through the ICORE program.
- Knowledge of the NWT Billing Tariff
- Follow-up on weekly submissions to ensure billings are accepted
- Correction of data as required

- Data enter all relevant data including the appropriate physician code and ICD9 code into ICORE
- Reconciles claims submitted to claims paid and deals with discrepancies

KNOWLEDGE, SKILLS AND ABILITIES

- Computer skills and knowledge, including word processing, spreadsheet and database applications (eg. Word, Excel)
- Competent keyboard and transcription ability
- Knowledge of, familiarity with and awareness of medical, clinical and administrative operations
- Understanding and proficiently use systems and programs to investigate and resolve issues, including running and analyzing reports
- Ability to anticipate, recognize, interpret, assess and identify appropriate solution(s) to issues in a timely manner
- Strong presentation and interpersonal skills
- Strong written and verbal communication skills
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders
- Ability to proactively identify concerns, issues and initiate potential solutions and recommendations
- Ability to prioritize work to ensure all work is completed by set deadlines
- Must be able to work with highly confidential material and maintain confidentiality
- Achievement Motivation - An ability to double-check the accuracy of information in own work (i.e. ensures the accuracy of figures and other data) as well as work of others
- Expertise - An ability to answer questions as a functional expert when asked.
- Self Confidence - An ability to see self as a functional specialist and an ability to make things happen. This includes an ability to explicitly state confidence in own judgment
- Flexibility - An ability to alter normal procedures or ways of working to fit a specific situation to get the job done and/or to meet goals (i.e. performs co-workers tasks if needed)
- Valuing Diversity – An ability to monitor and evaluate own beliefs and behaviors with regard to prejudices and personal bias, and practices new behaviors as appropriate

This level of knowledge is normally acquired through the successful completion of a high school diploma and successful completion of a recognized Medical Terminology program. Experience in a clinical support role / health informatics role or equivalent combinations of education and experience.

The following experience is mandatory:

- Knowledge and understanding of a paper based and Electronic Medical Records (EMR) software system
- Competent keyboard ability

EMPLOYMENT REQUIREMENT

- Completion of High School
- Medical Terminology program an asset

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.

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, including full banker's boxes of charts

- daily
- medium

Environmental Conditions

Working in the Health Center could expose incumbent to infection and disease

- daily
- low

Sensory Demands

Long periods of intense concentration reviewing data, specifications and reports. A prolonged need for sensory attention is required in order to capture very detailed information accurately.

- daily
- high

Continuously coordinates several activities and handles multiple requests at the same time on a daily basis.

- daily
- high

Intense concentration required reading medical reports and handwriting of most physicians could be difficult to decipher

- daily
- high

Working with a computer for long period of time causes eyestrain, and possible repetitive strain injuries. Computer work requires manual dexterity and data entry and may also cause eyestrain

- daily
- high

Mental Demands

Mental fatigue is common as a result of heavy workload, imposed unexpected and competing demands often under tight deadlines frequently causing high levels of stress. The incumbent is required to address non-routine and non-recurring problems that require rapid response and immediate re-prioritizing of workload.

- daily
- high

Communications with clients, the public and a wide variety of professionals, with varying backgrounds and temperaments, with regard to discussion, inquiries and requests for information, which may not be available to them, is mentally demanding. The incumbent is expected to develop effective working relationships with all of these professionals.

- daily
- high

The incumbent may experience professional isolation due to the distance of contact with others filling similar roles.

- daily
- high

Job priorities are frequently challenged and disrupted by new priorities set by senior management, which increases the stress level.

- monthly
- high

CERTIFICATION

Clerk, Health Records

Position Number:

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

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.