JOB DESCRIPTION

Job Title: Medical Records Clerk

Reports to: Medical Records Lead and VP of Revenue
Supervisor Duties: None
Classification: Non-Exempt
Pay: $17.81 - $24.89 *(pay is determined based on a scale of 0-16+ years of experience)*

Job Summary: Medical Records plays a vital role in maintaining HIPAA compliance within the organization and is responsible for fulfilling medical records requests from patients, Provider Teams, L&I, Social Security Department, the State of Washington, attorneys, hospitals, and imaging facilities.

Major Responsibilities/Tasks:
- Daily monitoring of emails, voicemails, and Athena (EHR) buckets for medical records requests.
- Answer incoming calls for medical records and the organization, transfer to other departments as needed.
- Verify HIPAA documentation and signatures along with ensuring compliance and safekeeping of all sensitive patient health information.
- Confirm completion of Patient Medical Requests and HIPAA forms.
- Download and burn CDs of images.
- Process urgent requests for medical records and images. Verify everything is requested and received for upcoming patient appointments.
- Print next day patient cases and prepare records and images per the chart notes.
- Update patient accounts and correct errors as needed.
- Pull records from various hospitals and imaging facilities; upload, sort, and label in the patient files.
- Bill for medical records requests and occasionally take payments over the phone.
- Handle legal requests from attorneys and subpoenas with excellent attention to detail.
- Utilize the EHR, imaging applications, and outside facility's applications to fulfill requests.
- Confirm MRI reports have been reviewed by the Provider by notifying the Provider and team of the request and obtaining approval to release MRI reports prior to the patient appointment.
- Perform other duties and assist other departments as assigned.

Job Requirements:
- General knowledge of HIPAA Policies and Procedures.
- Excellent clerical, multi-tasking, and organizational skills.
- Ability to work independently with minimum supervision.

Education Requirements: Highschool Diploma or GED
Experience Requirements: Minimum of one year of professional office experience, preferably in a medical office setting.

Physical Requirements:
While performing the duties of this job, the employee is regularly required to communicate and exchange accurate information with other individuals. Regularly operates office machinery including, but not limited to, computers, phones, copy machines, and printers. The employee must be able to be in a stationary position for long periods of time.

Summary of benefits:
Benefits are available after a 60-day waiting period. OOA covers part or all of the cost for Health, Dental, Vision, and Long-term Disability Insurance. Employees are eligible to participate in a 401k plan with company matching. Flex spending plans, uniform allowances, and an Employee Assistance Program available as well. New, full-time staff will accrue a minimum of 17 days of paid time off per year.

I have read the Medical Records Clerk Job Description and understand the functions of the position.

Employee Signature: _____   **Date:** _____

It is the policy of OOA to provide equal opportunity for employment to all individuals regardless of race, color, religion, sex, national origin, age, veteran status, marital status, political affiliation, disability, sexual orientation, or other status protected by local, state, or federal law. All applicants for employment are evaluated on the basis of education, training, experience, skill, aptitude, and other work-related factors.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. If you require reasonable accommodation in performing the essential functions of this job, or with participating in any part of the employee selection process, please direct your inquiries to Gabrielle Coviello, Recruiting Coordinator, careers@olyortho.com.