**Reports To:** Operations Director

**Job Purpose:** This position is responsible for maintenance of all medical records and the development of systems to ensure confidentiality, compliance with state and federal requirements, and the efficient maintenance of health information to optimize quality patient care. This position also manages specialist referrals and supervises health information and referrals staff.

**Job Dimensions:** Incumbent is responsible for maintaining the security and confidentiality of all electronic and paper medical records while allowing access to individuals on a need-to-know basis to assist in the operations of the clinic and to provide the best patient care possible. Incumbent also assures that specialist referrals are coordinated smoothly and that consultation information regarding referrals is properly documented. Work is performed in a fast-paced office environment with frequent interruptions. Occasional travel to other local offices may be required. Travel outside local area may be needed to attend seminars or conferences. While incumbent may work standard office hours, flexibility is expected to respond to emergent health information and referrals needs or issues.

**Job Qualifications:**

**Education:** High school diploma/GED required. Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) a plus.

**Certification and Licensure:** Certification in Medical Records a plus.

**Experience:** Two (2) or more years of experience working in the medical records / referrals field or equivalent education and experience. Experience supervising employees preferred. Experience with EMR preferred.

**Specialized Skills & Knowledge:**

* Knowledge of state and federal laws pertaining to records management, including HIPAA regulations.
* Knowledge of practices and procedures used in effective records management and referrals.
* Familiarity with Electronic Medical Records (EMR).
* Strong, proven computer proficiency in order to manage EMR & use other applications.
* Knowledge of insurance (i.e. Medicare, Medicaid, Managed Care), including eligibility, interpretation, coding, documentation, billing, and auditing.
* Experience with medical software programs. Working knowledge of medical terminology and procedures.

**Other Qualifications:**

* Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
* Ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
* Proven proficiency with computers and various software (Microsoft Word, Excel, Outlook, records management & electronic medical records software), including the ability to troubleshoot current software vendor programs.
* Strong interpersonal skills and ability to work effectively with employees at all levels of the organization, outside agencies, and with the general public.
* Team-oriented and able to work collaboratively with staff.
* Excellent verbal and written communication skills with ability to explain medical records & referrals policies and procedures and persuade staff compliance.
* Excellent time management and organizational skills with the ability to meet deadlines and work under pressure with frequent interruptions and occasional crisis situations.
* Ability to use photocopiers, printers, multiple line telephone systems, scanners, and fax machines.

**Blood-Borne Pathogens Exposure:** Category: III