



## ***Lakeview Clinic, Ltd. Job Description***

### **Position Title: Medical Records Clerk**

Reports to: Medical Records Lead

Job Status: Full-Time or Part-Time

FLSA Status: Non-exempt, Hourly (Hours to be determined based upon workload)

Location: Waconia, MN (may travel to other locations as needed; Chaska, Watertown, Norwood)

Positions Supervised: None

**Overview:** The Medical Records Clerk position is vital to the continuum of care of Lakeview Clinic's patients. This position facilitates all incoming and current records for our patient population as well as ensures the accuracy of data entry in the patients' charts.

**Essential Functions:** Individuals must be able to perform each essential function of the position to a satisfactory degree. Responsibilities of the Medical Records Clerk have been outlined below.

### **Responsibilities:**

- Preparing patients' charts and gathering information and documents from patients.
- Inputting medical records data into the patient charts and communicating the update to Lakeview Clinic Clinical Staff roles.
- Ensuring patient medical records are organized, accurate and complete.
- Utilizing the scan functionality, attaching pertinent medical records to appropriate patient charts, inputting results as communicated in incoming patient documentation, and tasking providers to review patient results.
- Safeguarding patient records and ensuring that everyone complies with HIPAA and HITECH standards.
- Preparing invoices for records release to lawfirms; gathering all pertinent patient information and communicating this information to the requester.
- Answering patient and employee phone calls that pertain to inquiries of medical records.
- Prioritizing workloads to ensure that patient charts are complete and accurate.

### **Competencies:**

- Effective written and verbal communication skills.
- Interpersonal communication skills

- Data entry expertise.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Detail-oriented
- Confidentiality-Maintain patient, staff and employee confidentiality. Comply with all HIPAA regulations.
- Customer Service-Friendly, cheerful and helpful to patient and others. Ability to meet patients and others needs while following Lakeview policies and procedures.
- Detail Oriented-Ability to pay attention to details of a procedure or task.
- Flexibility-Ability to adapt easily to changing conditions and work responsibilities.
- Positivity-Display a positive attitude and is a positive agent for change.
- Teamwork-Work as a part of a team and collaborate with co-workers.
- Working under pressure-Ability to complete assigned tasks under stressful situations.

Education and Experience:

- High school degree required; Associated Degree in business or healthcare management preferred.
- Minimum of 1 year experience in Medical Records
- Minimum of 1 year experience in customer service

Work Environment:

- Environmentally controlled office within a multispecialty medical practice.
- Occasionally high pressure or emergent situations in a fast-paced environment.
- May wear Personal Protective Equipment (PPE) such as gloves and mask
- Frequent interaction with a diverse population including team members, providers, patients and other members of the public.

Physical Demands:

- Frequent sitting, standing, walking, reaching, bending, stooping, lifting up to 25lbs., carrying and speaking.
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed.
- Frequent use of computer, keyboard, phone, copy and fax machines.

By signing below, I understand the responsibilities and expectations that have been outlined in the job description for the position. I acknowledge the information outlined above that directly pertains to the position.

|                |                  |
|----------------|------------------|
| Employee Name: | Supervisor Name: |
| Title:         | Title:           |
| Signature:     | Signature:       |
| Date:          | Date:            |