



THE COQUILLE INDIAN TRIBE Ko-Kwel Wellness Center

Job Title: Medical Records Technician
Department: Community Health Center
Reports to: Associate Administrator
Location: Eugene, Oregon
FLSA Status: Non-Exempt, Full-Time
Salary Grade: \$17.64 to \$26.46

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Associate Administrator, coordinates all KW medical records, assists Medical Receptionist in front office duties and patient care as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, greets, and directs visitors by welcoming and directing visitors and patients with a calm and cheerful attitude; willing to assist in their needs or find the appropriate individual to assist them.
2. Answer phones in a timely manner with a calm and professional tone; using soft skills such as asking before placing on hold or doing a warm transfer. Use of good judgement to prioritize calls.
3. Professional attire and conduct.
4. Maintains organization, security, and confidentiality of all medical records.
5. Responds to all requests via fax, including notification of pharmacy questions. Routes requests to the appropriate E.H.R. provider queue and verbally communicates problems to providers as they occur.
6. Assist with the coordination of the outside referral process for insurance plans; scheduling appointments including delivery of documents electronically to the referral provider, monitoring referral status, documenting referral completion and delivering documents received to the appropriate medical provider.
7. Coordinates and facilitates the processing of authorized medical records information requests to HIPAA Standards and in accordance with clinic protocols and adhere to outside facility agreements on confidentiality when accessing their systems.
8. Ensures that all incoming correspondence, lab reports, x-rays, dictation, and outside records are placed in the provider's electronic queue, reviewed by providers, and filed.
9. Ensure that all outgoing correspondence is completed in a timely manner and documented accurately in the EHR; may include lab letters, patient plans, and other follow up correspondence from the provider to the patient.
10. Respond to telephone inquiries regarding medical records, while ensuring that confidentiality is maintained at all times in a timely manner.
11. Annual review of patient health record to assure compliance with retention policy.
12. Maintains the recall system, monitor recalls, notify practitioners of patients who require appointments as assigned.

13. Process lab follow-up letters and track completion in the E.H.R;
14. Provide coverage for the following positions:
 - a) Medical Receptionist as outlined in the Standard Operating Procedures:
 - b) Clinic Assistant (1 or 2) position as designated by annual competency check off.
15. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. This position may involve transporting Native Americans and non-native patients and clients in the CHC vehicles, employee-owned vehicles and rental vehicles to and from a variety of CHC functions and activities.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to manage sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Possess awareness and sensitivity of various American Indian/Alaskan Native traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
4. Knowledge of regulations on the confidentiality of medical records (HIPAA).
5. Knowledge of medical terminology.
6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as electronic health record and electronic patient management systems, word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

MINIMUM QUALIFICATIONS

- A. High School graduate with medical training required.
- B. Experience with Electronic Health Record and Electronic Patient Management required.
- C. Minimum of one year experience working in a medical front office environment.
- D. Must have excellent written and oral communication skills, which includes proper grammar, spelling, and punctuation.
- E. Basic computer skills and multi-line phone skills are required.
- F. Experience with Microsoft Office Suite (Word, Excel, Outlook, etc.) required.

- G. Knowledge of medical terminology including ICD-10 and CPT codes desirable.
- H. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
- I. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
- J. First Aid/CPR certification required or ability to obtain within 90 days of employment.