



THE COQUILLE INDIAN TRIBE

Ko-Kwel Wellness Center

Job Title: Medical Records Technician
Department: KWC Medical
Reports to: Clinical Services Administrator
FLSA Status: Non-Exempt, Full-Time
Hiring Range: \$22.90 - \$27.48
Location: Coos Bay, Oregon

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.

JOB SUMMARY OF MAJOR FUNCTIONS

Under the general supervision of the Clinical Services Administrator, the Medical Records Technician coordinates and maintains Ko-Kwel Wellness Center medical records to support accurate, timely, confidential, and efficient access to patient health information. This position manages medical records across paper and electronic systems, processes requests for health information, supports electronic health record workflows, and assists with front-office functions and patient services as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets and directs patients, visitors, and other individuals in a welcoming, courteous, and professional manner. Assists with questions and needs or connects individuals with the appropriate staff member for assistance.
2. Answers telephone calls in a timely and professional manner and uses sound judgment to appropriately prioritize and route calls. Provides effective customer service by seeking permission before placing callers on hold and conducting warm transfers when appropriate.
3. Manages, processes, and maintains the accuracy and integrity of patient medical records across paper and electronic systems, including EPIC, OnBase, Solarity, PaperStream, and other applicable systems. Serves as a primary resource for medical records workflows, including troubleshooting issues, coordinating resolution of system or workflow concerns, managing support requests and tickets, and helping ensure accurate and timely access to patient information.
4. Receives and processes faxed and electronic requests, including pharmacy-related inquiries. Routes information to the appropriate EHR provider queue or care team and communicates time-sensitive concerns or issues to providers as appropriate.
5. Scans, uploads, indexes, and files electronic, paper, and disc-based correspondence and medical documentation in the appropriate location within Epic or other applicable electronic health record systems.

6. Coordinates and processes authorized requests for medical records and protected health information in accordance with HIPAA requirements, clinic policies and procedures, and applicable confidentiality agreements when accessing external healthcare systems.
7. Processes outgoing correspondence in a timely manner and accurately documents activity in the EHR. Correspondence may include laboratory letters, patient care plans, follow-up information, and other provider-directed communication to patients.
8. Responds to telephone inquiries regarding medical records in a timely, courteous, and professional manner while maintaining patient privacy and confidentiality.
9. Reviews patient medical records as required to support compliance with established medical records retention policies and procedures.
10. Maintains assigned patient recall processes, monitors outstanding recalls, and notifies practitioners of patients requiring appointments or follow-up.
11. Processes laboratory follow-up letters and tracks completion within the EHR.
12. Provides coverage for Medical Receptionist duties in accordance with established Standard Operating Procedures, as needed.
13. Maintains professional conduct and appearance consistent with organizational expectations and responsibilities of the position.
14. Maintains the organization, security, accuracy, and confidentiality of patient medical records in accordance with applicable requirements, policies, and procedures.
15. Performs other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the position and shall not be considered a detailed description of all work requirements that may be inherent in the position. Duties may vary based on the operational needs of Ko-Kwel Wellness Center.

This position may involve transporting Native American and non-Native patients and clients in Community Health Center vehicles, employee-owned vehicles, or rental vehicles to and from authorized functions and activities.

PHYSICAL REQUIREMENTS

Requires the ability to communicate verbally and perform repetitive movements of the wrists, hands, and/or fingers. The position frequently requires sitting for extended periods and may require walking, standing, stooping, and raising or lowering objects. Occasionally requires lifting up to 25 pounds.

The individual must be able to perform the essential duties and responsibilities of the position, with or without reasonable accommodation, efficiently and accurately without creating a significant safety risk 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 verbal and written communication skills with the ability to communicate professionally, respectfully, and effectively with patients, coworkers, providers, and external partners.
2. Strong interpersonal and customer-service skills, including the ability to remain calm, professional, and helpful when responding to stressful, sensitive, or emotionally challenging situations.
3. Ability to contribute to an inclusive workplace where diversity and individual differences are valued and support the vision and mission of the Coquille Indian Tribe.

4. Awareness of and sensitivity to American Indian and Alaska Native cultures, traditions, customs, and socioeconomic needs, with the ability to work respectfully and effectively with individuals from diverse backgrounds.
5. Knowledge of HIPAA requirements and other applicable standards governing the privacy, confidentiality, release, and maintenance of protected health information and medical records.
6. Knowledge of medical terminology and healthcare documentation.
7. Knowledge of medical records processes and workflows, including documentation requirements, record accuracy and completeness, information routing, record retention, and processing timelines.
8. Ability to maintain professionalism, confidentiality, accuracy, and sound judgment when managing sensitive information, competing priorities, and challenging situations.
9. Ability to exercise independent judgment and make appropriate decisions within established policies, procedures, and scope of responsibility.
10. Strong attention to detail and organizational skills with the ability to prioritize multiple responsibilities, track outstanding items, and meet established deadlines.
11. Proficiency with electronic health record and patient management systems and the ability to learn and effectively use software and technology required for the position.
12. Proficiency with Microsoft Office applications, including Word, Excel, Outlook, and other software used to prepare correspondence, maintain records, communicate, and perform assigned duties.

REQUIRED QUALIFICATIONS

1. High School Diploma or GED with medical training required.
2. Medical training or education relevant to the position required.
3. Minimum of one (1) year of experience working in a medical front office, medical records, or similar healthcare environment required.
4. Experience using an electronic health record (EHR) and/or electronic patient management system required.
5. Demonstrated ability to communicate effectively, both written and verbally, including appropriate grammar, spelling, punctuation, and use of professional communication.
6. Experience using Microsoft Office applications, including Word, Excel, and Outlook required.
7. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
8. Must accept responsibility as a mandatory reporter of abuse and neglect as required by applicable law and Tribal policy, including reporting suspected abuse, neglect, or exploitation of protected populations.
9. First Aid/CPR certification required or ability to obtain within 90 days of employment.

PREFERRED QUALIFICATIONS

1. Experience in medical records or health information management.
2. Experience using OCHIN EPIC, OnBase, Solarity, PaperStream, or similar healthcare records management systems.
3. Experience processing requests for the release of medical information in compliance with HIPAA requirements and safeguarding protected health information (PHI).
4. Experience supporting medical records workflows in a clinical or community health setting.