

AMERICAN INDIAN HEALTH & SERVICES
JOB DESCRIPTION

TITLE:	Health Information Technician
DEPARTMENT:	Business Office
REPORTS TO:	Director of Operations
FLSA STATUS:	Non Exempt
ELIGIBILITY STATUS:	Full Time
SHIFT:	Operating Hours

POSITION SUMMARY

The Health Information Technician is primarily responsible for management of patients' health care records. There are four (4) areas of focus for the AIHS Health Information Technician.

1. Health Record Management & Release of Information
2. Scan & Import records
3. Patient Portal
4. Health Information Exchange

ORGANIZATIONAL LOCATION

This position is located in the Health Information Management Section of the American Indian Health & Services, Santa Barbara CA. This position is administratively located under the direct supervision of the Director of Operations

KEY REQUIREMENTS

- The selected applicant will be subject to a pre-employment background investigation, which will include a fingerprint check.
- U.S. Citizenship is required

BASIC QUALIFICATIONS (REQUIRED): High School Diploma or equivalent.

MINIMUM QUALIFICATIONS (REQUIRED): Ability to communicate using the English language, to include understanding as well as verbal skills; visual acuity and good color perception; must have the ability to perform the physical aspects of the position which includes bending, stooping, standing for long periods of time, able to climb stairs and ability to lift 20 lbs. Keyboard and telephone skills, 10 key ability an asset. Strong computer knowledge. Excellent customer service and patient privacy skills.

PREFERRED QUALIFICATIONS: Experience using RPMS electronic medical records application preferred. College courses in Health Information Science preferred. Bilingual Spanish and English preferred.

EXPERIENCE: One year experience in a medical clinic setting

MISSION

The mission of the Indian Health Service, Health Information Management (HIM) Program is dedicated to supporting the highest quality in management of health information that will benefit both patients and providers.

To accomplish this mission, our goals as the profession responsible for managing health information, is to emphasize teamwork and collaboration in serving the healthcare team to achieve excellence in quality of patient care.

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It is the health information professional who maintains the overall knowledge and skills required for managing patient records; the healthcare information within the RPMS data systems; flow of clinical information; the relationship of financial information to clinical data; security systems; and medico-legal issues which are based on statutory, regulatory or internal control requirements.

JOB DESCRIPTION

1. HEALTH RECORD MANAGEMENT & RELEASE OF INFORMATION

MAJOR DUTIES AND RESPONSIBILITIES:

Responsible for maintaining the integrity of the patient paper and electronic health care record by the preparation of scanning, indexing and quality control of clinic documents. Job functions to include the maintenance use of various applications, data access, storage retrieval, audits, State and Federal guidelines with HIPAA. Provides ongoing support for multiple departments and locations including physicians and occasional direct patient contact.

- a) Receives and reviews all incoming requests from hospitals, attorneys, medical audits/reviews, Social Security administration, private physicians, insurance companies, individual requests and others including subpoenas and medical statements.
- b) Processes request for release of medical information by utilizing the Resource Patient Management System (RPMS) or Master Patient Index (MPI) to research patient data to obtain the medical record number. Discloses requested information following regulation and policies to ensure all guidelines are met.
- c) Rejects requests with discrepancies, returns to originating source for correction. Initiates ROI cover letter to the requestor explaining regulatory requirements necessary for request to be honored.
- d) Receives patient information from external organizations. Analyzes and processes as appropriate. Receives and completes Vital Records by obtaining physician signature and medical diagnosis following the State Vital Statistics rules and regulations.
- e) Retrieves departmental mail from the mailroom, sorts, stamps and delivers to the recipient. Prepares and disseminates outgoing mail. Provides a productivity report to the supervisor.

2. Scan and import documents

MAJOR DUTIES AND RESPONSIBILITIES:

This position is responsible for carrying out a variety of health information functions.

The incumbent performs duties related to the receipt, scanning, indexing, and destruction of health and administrative information. The incumbent will interface with personal computer (PC) applications as well as numerous VistA applications. In this regard, the incumbent will index each scanned document into a SQL database which will be accessed via RPMS (Computerized Patient Record System) and GUI tools, then associate each scanned document with the correct patient's RPMS record, the appropriate TIU document, assign the appropriate document-named nomenclature, and electronically "sign on chart" scanned documents.

When records are received, the incumbent will ensure that all necessary health/administrative information is integrated into Resource Patient Management System (RPMS) through the PC scanning software and hardware. The incumbent must index this information using PC/VistA Imaging application bridges. After the scanning and indexing process is complete, the incumbent will confirm information interchange by communicating with clinical and administrative team members.

The incumbent will maintain a daily productivity log of scanning and indexing activities. The productivity log will be provided to the Director of Operations by the next workday.

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The incumbent is responsible for tracking, retrieving and performing follow-up activities on health records.

Timeliness, accuracy, privacy and organizational skills are essential to ensure that information becomes available for patient care. Communication skills are required to properly coordinate record transfers, record follow-up, and record scanning, and indexing functions with clinical team members.

Sorts loose health record documents received daily, scan and indexes materials accordingly on a timely basis and within established guidelines; and makes the proper disposition of documents for unavailable records.

The accuracy of entering/capturing workload and assuring the completeness of health records are critical components of this position.

The incumbent must be flexible in order to undertake a variety of miscellaneous duties as assigned by the Director of Operations.

The incumbent is responsible for following all occupational health, fire, and safety instructions during the performance on the job and movement throughout the facility. The incumbent must conduct themselves professionally at all times. The incumbent must refrain from entering the premises under the influence of alcoholic beverages and narcotics. The incumbent is responsible for informing the supervisor of any conditions or practices considered to be unsafe or fire hazard.

The incumbent is responsible for ensuring the security of the computer system by maintaining the confidentiality of patient information and by exiting (logging off) VistA when leaving the terminal.

The employee's behavior must reflect the dignity and respect each patient, visitor, and fellow employee deserves and should expect. In this regard, the incumbent is responsible for interacting with others in a manner that fosters favorable relations as set forth in the facility policy on human relations.

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

The incumbent must have an excellent knowledge of multiple systems and current computer technology regarding imaging and scanning applications and numerous VistA applications including VistA menu options, RPMS, and GUI software, TIU documents and titles.

The incumbent must be conscientious regarding the confidentiality of the variety of material that will be handled.

The skill of a qualified typist is required to perform data entry responsibilities.

Knowledge of filing sequence of both administrative and health records is necessary to properly index and scan information into RPMS.

Knowledge of functions and procedures of several areas of the facility is necessary to properly coordinate the informational needs of administrative and clinical staff.

FACTOR 2- SUPERVISORY CONTROLS

Work is performed independently according to established guidelines and procedures. The Director of Operations advises the incumbent of any changes in established procedures.

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Incumbent identifies and suggests solutions to problems with the transferring and receiving of information to and from other health care facilities. Assists the Director of Operations or designee as needed in training and answering questions concerning information processing procedures. The Director of Operations is available for consultation in difficult situations.

FACTOR 3- GUIDELINES

Written guidelines include AIHS Policy & Procedures and numerous technical and user manuals on PC applications, policies and procedures governing scanning and RPMS. Oral technical guidance on past experience is also provided where no precedence exists. Employee uses initiative and judgment in selecting the most appropriate solution to a specific situation and interpreting guidelines and adapting guidelines to non-routine scanning issues.

Numerous public laws applicable to the Health Information Management Department are used as guides to determine who may have access to the material and to what extent access is allowable.

FACTOR 4- COMPLEXITY

Computer skills are necessary to carry out duties associated with the transferring of information to other health care facilities (I H S facilities and private hospitals) and other third parties. The incumbent maintains a request maintenance file and utilizes PC applications to maintain valid data.

Incumbent must be alert to detail and very attentive in accomplishing tasks associated with scanning to ensure documents are scanned to the correct patient's RPMS record, to the correct TIU document, entitled using appropriate nomenclature, and indexed for immediate accessibility or retrieval.

Analytical ability is required in scrutinizing documents for classification, indexing, and further screening of and prioritizing non-VA medical reports to be scanned.

Incumbent will be required to keep abreast of regulatory requirement governing scanning and maintenance and disposition of legal medical documents scanned.

Incumbent must be organized to correctly prioritize information requests and perform follow-up activities.

FACTOR 5- SCOPE AND EFFECT

The purpose of this position is to scan health information not amendable to direct entry (i.e. advance directives, flow-sheets, consents, ICU records, etc.) and numerous medical reports from non-I H S facilities and private physicians' offices. Failure to scan information and index appropriately, assign to appropriate TIU document, and use correct title nomenclature for immediate viewing could adversely impact and delay treatment of patient, comply with requests for information, result in delays in coding for third party reimbursement and workload capture, and hinder research, etc.

The purpose of this position is to provide scanned medical documents to the facility timely and accurately. This essentially defines the position as a "direct patient care" administrative position.

FACTOR 6- PERSONAL CONTACTS

Personal, telephone, and electronic contacts are with employees of all levels of the clinical and administrative staff throughout the facility, with veterans and their families, and other health care facilities.

FACTOR 7- PURPOSE OF CONTACTS

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Contacts are for the purpose of obtaining the expeditious delivery of health records of patients in need for care or for some medico-legal or administrative problem requiring resolution; acquiring or sending information to and from other health care facilities for direct patient care and answering questions on scanned medical documentation.

FACTOR 8- PHYSICAL DEMANDS

The work is mostly sedentary; however, some bending stretching, walking, and lifting are required.

FACTOR 9- WORK ENVIRONMENT

Work is performed in an office setting in the Health Information Management Section within the facility. The employee has available for his/her use, back supports, carts, and wrist splints that can be used for various filing and delivery activities.

FACTOR 10- IRM SECURITY

In the performance of official duties, the incumbent has regular access to printed and electronic files containing sensitive data which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy. The incumbent is responsible for

- a) protecting data from unauthorized release or from loss, alteration, or unauthorized deletion;
- b) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc. as stated in a computer access agreement which the incumbent signs.

3. Patient Portal PHR Registrar

Message Agent Duty: Designated by the Director of Operations, message agents will receive incoming secure messages from assigned patients or patient groups, route messages appropriately and possibly respond to them. Designated Primary Provider Package in the RPMS will be used to assign individuals or groups of patients to the message agent(s).

PHR Registrar Duty: AIHS Director of Operations will designate this role and complete their identity proofing if applicable. PHR registrars will administer PHR access and complete identity proofing along with an IHS-810 form for minor patients and/or their authorized representatives. In addition, they will disassociate a PHR account from an RPMS account should a breach or error occur.

As part of the 2014 Certified Electronic Health Record Technology (CEHRT), Indian Health Service is creating a personal health record (PHR) that will assist patients in accessing some of their medical information via a web browser at home or on a mobile device. By using the PHR, patients will be able to view, download, and transmit demographic information, medications, lab results, problems, vital signs, immunizations, and other visit-related information.

4. HIE

The Health Information Exchange is still under development for Urban Indian Health Care facilities. Once implemented the precise duties will be made known to the Health Information Technician.

Nationwide Health Information Network (NwHIN)

The Nationwide Health Information Network (NwHIN) is a set of standards, services and policies that enable secure health information exchange over the Internet. The network will provide a foundation for the exchange of health information across diverse entities, within communities and across the country, helping to achieve the goals of the HITECH Act. This critical part of the national health IT agenda will

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enable health information to follow the consumer, be available for clinical decision making, and support appropriate use of healthcare information beyond direct patient care so as to improve population health.

Master Patient Index (MPI)

The Master Patient Index identifies patients across separate clinical, financial and administrative systems and is needed for information exchange to consolidate the patient list from the various RPMS databases.

The MPI contains records for all the patients from all of the IHS facilities. They are supplied by RPMS in HL7 messages. Each facility record belongs to an enterprise record, which is created by the MPI. Two facility records that represent the same real-life person belong to the same enterprise record. An enterprise record contains its own set of patient demographics called the Single Best Record, which is calculated from the demographics data of its facility records. The MPI generates a unique patient ID, called EUID, for each enterprise record.

Clinic employees may be asked to stay or report to work during public health incidents and/or emergencies to perform duties specific to this job description. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident/emergency.

Employee Printed Name

Signature

Preference in employment is given to qualified native candidates in accordance with Title 42CFR36.221