CAMP LOWELL SURGERY CENTER: JOB DESCRIPTION

JOB TITLE: Medical Records/ Scheduling/ Front Desk Float
DATE REVISED: September 2014
CLASSIFICATION: Non-Exempt

SUMMARY DESCRIPTION

The Medical Records/Scheduling/ Front Desk Float position is responsible for performing various clerical functions to support Medical Records, Scheduling, and the Front Desk. The position incumbent(s) will be cross-trained and will “float” between the departments in order to bridge gaps in staffing or otherwise meet the most immediate needs of the business. The Medical Records/ Scheduling/ Front Desk Float may also assist with other clerical business office or surgery center functions as needed and reports to the Director of Nursing or designee.

RESPONSIBILITIES

1. Assembles patient medical charts for procedures assuring inclusion of all appropriate forms and pertinent information. Verifies accuracy of medical record number and patient identifiers.

2. Prepares patient medical records for electronic/physical storage, and retrieval and follows process to locate, sign out, retrieve, and deliver medical records as requested.

3. Reviews charts to ensure completeness and accuracy. Documents missing items and processes outstanding chart forms as they are completed to include reviewing, recording, scanning and documenting status of chart completion.

4. Records Case History and other clinical data relevant to patient medical charts in Center’s practice management system.

5. Performs chart verification and ensures medical records are accurately completed, documented, scanned, and filed correctly in a timely manner.

6. Handles patient medical records in a confidential and secure manner in compliance with HIPAA and patient privacy regulations.

7. Assists with obtaining signatures and/or completion of any reports added to clinical charts after the date of service to include but not limited to Operative Reports, Pathology and other Lab Reports, Query Forms, etc.
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8. Processes, tracks, distributes and files Operative Reports, which includes accessing online records, downloading, recording, scanning and faxing, as appropriate.

9. Assists with providing copies of medical records for billing, continuity of care, or legal purposes according to the Center’s guidelines for legal requirements. Maintains an accurate record regarding the status and disposition fulfilled medical record requests.

10. Protects patient confidentiality and dignity by keeping patient charts in an inconspicuous location at the front desk and keeps discussion of a patient’s procedure to a tone discernable only to the patient/legal guardian.

11. Schedules all surgery center procedures as requested by the physician or the physician’s office staff confirms correct patient, procedure and side/site with the physician/office at the time of scheduling and captures complete and accurate patient clinical, demographic, and insurance information to include authorizations as needed.

12. Communicates and coordinates efforts with the Director of Nursing or designee to prevent equipment and staffing conflicts that arise relative to scheduling certain procedures and schedules ancillary services as necessary.

13. Arranges for anesthesia coverage for all scheduled procedures.

14. Communicates and coordinates with Director of Nursing or designee regarding same-day and next-day add-on cases, scheduling conflicts, and any patient problems.

15. Maintains positive communication with Medical Staff members and their office personnel and shares any concerns or issues promptly with Director of Nursing or designee.

16. Answers main phone line, forwards calls as appropriate and takes phone messages for physicians, staff, and/or patients as necessary.

17. Respects patient rights and maintains strict compliance with Center’s policies on HIPAA and patient privacy regulations.

18. Accepts additional assignments and other duties as needed.

19. Completes tasks with high attention to detail and demonstrates accountability for accuracy and efficiency.

20. Enhances professional growth and development through participation in various programs, in-services, workshops, and meetings.
Customer Relations and Personal Behaviors:

1. Exhibits flexibility, adapting readily to changes in the work environment and/or work schedule.
2. Demonstrates effective communication and interpersonal skills which promote a positive environment, teamwork and loyalty to the organization.
3. Maintains a collegial relationship with physicians to ensure quality patient care.
4. In accordance with the ambulatory surgery center philosophy, presents behaviors and actions which create a high level of customer service to patients, visitors, physicians, vendors and Surgery Center staff.
5. Demonstrates behaviors and actions which support the mission, goals and operations of the Surgery Center that also contribute to continuous service improvement.
6. Maintains a positive attitude, even during periods of stress and challenge.
7. Maintains positive attendance and communicate in advance any absences from work.

QUALIFICATIONS

1. High school graduate required; two (2) years of related experience preferred.
2. Knowledge of commonly-used concepts, practices, and procedures in managing patients’ medical records to include familiarity with medical terminology preferred.
3. At least one (1) year scheduling experience in an ambulatory surgery facility, hospital, or doctor’s office preferred.
4. Ability to work accurately and efficiently with numbers and forms.
5. Knowledge of alphabetical and numeric filing methods.
6. Computer proficiency required; two (2) years experience using a medical software system preferred; experience with scheduling software preferred; experience with Microsoft Office applications preferred.
7. Excellent oral and written communication skills and able to follow oral and written instructions.
8. Ability to organize, prioritize and complete tasks in a timely manner.
WORKING CONDITIONS

1. Subject to varying and unpredictable situations, including periods of stress and demanding timelines.

2. Subject to many interruptions.

3. Subject to varying work schedule during normal business hours.

4. Subject to answering high volume of calls and/or inquiries from various internal and external customers to include but not limited to nursing staff, physicians, patients and vendors.

5. Intermittent and prolonged physical mobility/activity including walking, standing, sitting, lifting up to 50 pounds, pulling and pushing of carts, equipment, etc. Must be able to bend body downward at the waist and be able to kneel.

The Medical Records/Admitting/Scheduling Float is classified as a non-exempt employee and is eligible for overtime pay according to the provisions stated in the Surgery Center's personnel policies.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. This document is not intended to be an exhaustive list of all responsibilities, skills, and working conditions for the persons so classified. An employee may be assigned or requested to perform other related duties.

My job description has been explained to me by my supervisor and I understand it completely. I have received a copy of my job description.

__________________________________________________________________________
Employee Signature                                      Date

__________________________________________________________________________
Supervisor/DON Signature                                  Date

__________________________________________________________________________
Administrator Signature                                   Date