

PROGRAM SPECIALIST (MEDICAL RECORDS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision the incumbent of this class is responsible for performing administrative and professional support services in the management, administration, supervision and coordination of the activities of the Medical Records Division at Westchester Medical Center. This includes reviewing, revising and implementing an effective and efficient Medical Records System for the maintenance, care, categorization and retrieval of patient records which is responsive to the needs of various services of the Medical Center. The incumbent reviews procedures to ensure conformance with standards set by regulatory agencies, and monitors and assists with continuous quality improvement activities as required. Supervision is exercised over technical and clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the preparation and processing of medical information in patient charts;

Implements an effective and efficient system to ensure the continuous control, flow, retrieval and storage of medical records, related data and forms;

Reviews the contents of medical records on an ongoing basis to ensure their completeness, accuracy, and conformance to standards set by regulatory agencies;

Provides information to physicians, third party reimbursement inquiries and other authorized sources, as requested;

Provides administrative assistance to department administrators to ensure the efficient and productive operation of the division;

Conducts data analysis and prepares detailed abstracts and reports periodically and as requested;

Conducts employee training and evaluations in the accepted methods and procedures used in the maintenance and storage of medical records;

Directs and coordinates the activities of assigned specialty units in the Division of Medical Records, such as the Discharge Analysis Unit;

Attends meetings and conferences, as required;

May be responsible for monitoring and assisting with continuous quality improvement activities as requested.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the modern principles, practices and procedures used in preparing, maintaining and storing medical records; good knowledge of the laws, regulations and standards regulating and affecting the maintenance and dissemination of information from medical records; good knowledge of the operation of a large hospital and its various divisions and their dependency on the Medical Records System; ability to supervise the divisions and their dependency on the Medical Records System; ability to supervise the

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd) work of others; ability to analyze situations and arrive at an effective solution; ability to establish and maintain effective working relationships with medical, professional, administrative and clerical personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; sound professional judgment; initiative; accuracy; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either: (a) a Bachelor's degree* and two years experience working in a medical records department of a hospital or other health care facility where the primary function of the position was working with medical records; or (b) satisfactory completion of course work leading to certification as an RHIA or RHIT and four years experience as stated in (a).

SPECIAL REQUIREMENT: Must be eligible for certification as a Registered Health Information Administrator (RHIA) or as a Registered Health Information Technician (RHIT) by the American Health Information Management Association at time of temporary appointment and must be certified at time of permanent appointment.

**SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.