

MEDICAL/PSYCHIATRIC RECORDS CLERK

DEFINITION

Under general supervision, performs medical/psychiatric clerical office support and records maintenance assignments for assigned Mental Health and Public Health counseling and treatment programs; schedules patients and maintains appointment information for medical staff; transcribes recorded and written materials from a variety of medical records and correspondence; maintains records of patient care; and performs related duties as required.

REPORTS TO

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

This classification does not exercise supervision over staff.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

Performs a variety of clerical duties involving the maintenance of permanent, legal and accurate records of patients medical care; ensures that the laws, rules, and regulations concerning record maintenance and release are upheld; updates and maintains client medical records and information; provides administrative assistance to professional staff in the preparation and transcription of medical/psychiatric records, reports and correspondence, assuring that all intake/assessment/clinic notes are correctly typed and signed by appropriate professional staff; performs technical data entry of medical information into County database system; audits all daily timesheets to ensure accuracy of service plan, medication, and clients' personal information; takes and delivers messages, serves as receptionist, greets and directs visitors and calls; schedules patients for medical staff and maintains appointment schedules; assists patients in the financial application process of qualifying for services and/or the Indigent Medication Program; performs routine clerical duties in the data collection of financial records, receives, processes and files various financial documents, may handle money transactions, performs specialized assignments, coding client files in accordance with established protocols and record systems procedures; completes statistical and other information required to open and close cases; obtains and records required monthly statistics; works with other health care providers and agencies concerning patient care records and information; within established guidelines, releases information to authorized persons; responds to inquiries by providing information and referring calls; determines the urgency of the calls; and performs related duties as required.

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TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; continuous contact with staff, the public and clients who may be mentally or physically disordered.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a medical office setting.
- Principles and practices of medical record maintenance and filing.
- Functions, and procedures of a medical provider records system, including coding and related requirements.
- Modern office practices, methods, and procedures.
- Operation and use of office equipment including computers and assigned software.
- Proper English usage, spelling, grammar, and punctuation.
- Principles and practices of customer service.
- Basic mathematics.
- Telephone techniques including assessments of emergency status of calls.
- Rules and regulations regarding medical records maintenance and information releases.
- Basic medical and psychiatric terminology.
- Applicable state guidelines and regulations.

Ability to:

- Perform a variety of complex office assistance and medical records maintenance assignments.
- Interpret and apply policies, procedures, and regulations regarding the maintenance of medical records.
- Schedule and maintain patient appointments.
- Type at a rate of 50 words per minute from clear, legible copy.
- Transcribe information from medical reports and correspondence.
- Develop and maintain confidence and cooperation of patients and their families.
- Prepare clear, relevant and accurate reports.
- Handle and diffuse difficult situations.
- Operate a variety of office equipment including computers and assigned software.
- Effectively represent the Mental and/or Public Health Departments in contacts with clients, the public, and other agencies.

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- Communicate effectively both orally and in writing.
- Understand and follow oral and written directions.
- Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience:

Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education

A high school diploma or GED equivalent.

Experience

Two (2) years of experience performing a variety of office support duties, one year of which includes work in a position requiring familiarity with medical terminology and recordkeeping systems.

Special Requirements

Possession of an appropriate, current, and valid California Driver's License issued by the California Department of Motor Vehicles.

May be required to meet special requirements for security clearance.