

Job Class Profile: Medical Records Technician II**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	2	4	4	3	3	6	2	
Points	187	50	13	19	120	65	62	129	21	666

JOB SUMMARY

The Medical Records Technician II is responsible to assist in the day-to-day operations and participate in the clerical, information management and transcription services of the Health Information Services and Informatics Division of the Dr. H. Bliss Murphy Cancer Center.

Key and Periodic Activities

- Analyzes charts for data quality and identification of chart deficiencies.
- Analyzes charts and processes deceased charts for off-site storage.
- Processes disease staging forms for physicians.
- Processes MCP changes to ensure correct chart identification.
- Processes third party billing claims.
- Assists with complicated release of information requests.
- Compiles monthly and quarterly statistics for administration/Government agencies.
- Orients and trains new staff.
- Orients physicians to the departmental procedures as well as training for the dictation system.
- Enters on-line payroll information.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of the Canadian Health Information coding requirements.

Formal Education and/or Certification(s):

- Minimum: Completion of a two year specialized post secondary Certification in Health Information Management and the ongoing maintenance of certification with the national association.

Years of Experience:

- Minimum: 2 years of related work experience.

Competencies:

- Ability to utilize computer applications to enter, edit, format documents or databases.

Interpersonal Skills

- A range of interpersonal/communication skills are used and include: listening; gathering information; and providing thorough and careful explanation of processes.
- Communications occur with employees within the immediate work area, employees within the department, employees in other Departments but within the organization, the Manager and the general public, and from time to time with professional associations and executive members.
- The most significant contacts include: employees within the work area to provide guidance and supervision on an ongoing basis; the Manager of Health Information Services and Informatics for direction regarding operations and discussing unusual, complex issues as well as discussing staff issues; and other health professionals in the organization.

EFFORT

Physical Effort

- The demands of the positions occasionally result in fatigue requiring periods of rest.
- Regularly required to lift/carry charts weighing less than 10 lbs. and files these as required.
- Constantly sitting and regularly standing and/or walking.
- Requires fine finger or precision work while using the computer to analyse charts.

Concentration

- **Visual** concentration is constantly required to review charts, verify the data and compile statistical information.
- Compiling statistical reports requires **precision and accuracy**.
- The review of charts for data quality is very **repetitious and requires alertness** and attention to detail.
- **Time pressures** occur regularly and the supervisory aspect of the position results in constant **interruptions**.
- There is a **lack of control over the work pace** when emergency requests for information are received.

Complexity

- Work includes a series of tasks or activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually well defined.
- Tasks are constantly repetitive/well defined but occasionally different but related.
- Challenges regularly have obvious solutions and can be addressed by following obvious procedures and/or guidelines.
- The most typical challenge is to ensure the office is appropriately staffed, priority is given to tasks and deadlines are maintained.
- References available include Policy and Procedure Manuals and the supervisor/manager.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally monitored and controlled.

- Without formal approval, can order office supplies such as paper, staples, tape etc. but larger scale purchases must be approved by the Manager.
- In the unavailability or absence of the manager, position would have more discretion to exercise within predetermined limits and procedures.

Impact

- Work such as data quality can have a direct impact both internally and external to the organization. Information is used to make operational decisions which have operational implications and the service provided to the general public.
- Incorrect documentation on clients' charts may negatively impact the care received.
- For quality control, work is monitored and subject to quality checks.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a large size work group of employees (> 10 employees).

WORKING CONDITIONS

Environmental Working Conditions

- Work does not require any special precautions or safety equipment.
- The likelihood of minor cuts, bruises, abrasions or minor illnesses is limited if normal precautions are followed.
- Working in an office environment there is regular exposure to dust from paper based files, distracting noise, glare and lack of privacy.