

Job Class Profile: Medical Records Technician IID**Pay Level: CG-33 Point Band: 718-741**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	3	3	4	4	4	4	6	3	
Points	187	50	19	19	120	87	83	129	32	726

JOB SUMMARY

The Medical Records Technician IID is responsible to ensure the efficient and effective operations of a technical division of the Health Records Department according to Health Records policy, and to assist in the analysis, coding and abstracting of inpatient and surgical day care episodes of care.

Key and Periodic Activities

- Manages human, physical and technical resources for the day to day operations of a technical division of the Health Records Department at multiple sites.
- Assembles, analyzes, codes and abstracts patient data for both inpatient and surgical day care episodes of care, in both paper and electronic format.
- Resolves problems pertaining to patient information in both paper and electronic format to improve timely access to and utilization of health information.
- Serves as a liaison with other disciplines and programs/departments within the organization.
- Maintains and protects patient confidentiality, storage and security of information.
- Responsible for development and implementation of mechanisms for ensuring and improving quality of data for delivery and analysis of statistical reporting.
- Completes electronic staff attendance records and submits to payroll.
- Assists in the retrieval of outstanding charts.
- Develops and provides orientation/training and direction for new staff and other stakeholders.

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

- Knowledge of Meditech, 3M Codefinder, Folio View, ICD-10-CA, CCI-CA, Compendium of Pharmaceuticals and Specialties, and various other computer applications.

Formal Education and/or Certification(s):

- Minimum: Completion of a two year specialized post secondary Certification in Health Information Management.

Years of Experience:

- Minimum: 2 years experience at the Medical Records Technician I level.

Competencies:

- Ability to utilize various information technology applications.

Interpersonal Skills

- A range of interpersonal skills are used and include: listening for instructions and information; and communicating information to others.
- Communications occur with employees within the work area and throughout the organization; with supervisor/manager and professional organizations; and from time to time with employees outside the organization, students, internal and external executives as well as professional advisors.
- Most significant contacts include: staff being supervised; employees from different program areas or Departments within the organization; and with the Manager/Director to meet and discuss situations outside the scope of authority (i.e. discipline).

EFFORT**Physical Effort**

- The demands of the job regularly result in fatigue, requiring period of rest.
- Constantly is required to retrieve bundles of charts weighing less than 10lbs, regularly lift or move bundles of charts weighing 10 to 25lbs and occasionally bundles of charts weighing 25 to 50lbs. For heavier items a trolley is generally used.
- Required to sit, stand, walk, climb and drive on an occasional basis.
- Requires fine finger precision to perform computer work.

Concentration

- **Visual** concentration is constantly required when reviewing guidelines, reports and other documentation.
- Constantly required to make telephone calls to internal and external stakeholders requiring **auditory** demands.
- **Precision** is constantly required in selecting the proper diagnostic and procedural code and ensuring it is accurately reflected electronically.
- There are constant productivity **deadlines** required for submissions to the National Database.

Complexity

- Position performs 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.
- The most typical challenge is to ensure the office is appropriately staffed, priority is appropriately given to tasks, and deadlines are maintained.
- There are Policy and Procedure Manuals as well as coding standards available to assist with typical challenges.

RESPONSIBILITY**Accountability and Decision-Making**

- Work tasks and activities are generally monitored and controlled.
- As a supervisor, there is authority without formal approval to assign tasks and projects, approve vacation and work hours. Also has the authority to procure day to day operational supplies and materials.
- Formal approval is required for human resource issues such as staff disciplinary action, policy changes, and commitments on behalf of the organization.
- Can exercise discretion to reassign job duties to staff in order to meet deadlines.

Impact

- Work generally impacts the immediate work area; within the Department; throughout the organization; outside the organization; the general public and on the national reporting agencies for statistical purposes.
- Work activities impact processes and systems, information, finances, human resources, corporate image and health and safety.
- The validity of the data and reports is very important and an error could impact provincial health care funding. Organizationally, incorrect statistics result could result in potential refocusing of resources on areas that may not need them and nationally for comparison statistics.
- Edit checks are in place to monitor guidelines and periodic audits will ensure consistency and compliance.

Development and Leadership of Others

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

WORKING CONDITIONS

Environmental Working Conditions

- Policy dictates that the use of a stepladder is required when reaching for files out of reach. Closed in shoes are required when working in the main file room. Anti-glare screens are available for those requiring long periods of computer processing.
- There is limited likelihood of minor cuts, bruises, abrasions, minor illnesses and fractures or other injuries if normal precautions are followed.
- There is regular exposure to dust and awkward or confining work spaces and occasional exposure to unusual/distracting noise, glare, lack of privacy and travel.