

JOB DESCRIPTION/PERFORMANCE EVALUATION FORM

Position: HIM Clerk

POSITION TITLE: HIM Clerk	DEPARTMENT: Health Information Management
APPROVED BY: Revenue Cycle Leader	IHA JOB CODE: Click here to enter text.
LATEST REVIEW OF JOB DESCRIPTION: March 2013	LATEST REVISION OF JOB DESCRIPTION: March 2013
FORMER REVISION: January 2012	EXEMPTION STATUS: Exempt No Non-exempt Yes

Job Summary:

To maintain medical records/health information for Physician & Hospital Staff use for the benefit of Davis County Hospital patients.

JOB QUALIFICATIONS:

Education and Training:

High School graduate required. Some college education in a medical field preferred. Knowledge of medical terminology preferred.

Licensures/ Certifications:

[Click here to enter text.](#)

Experience:

Medical experience preferred in the HIM setting.

Skills and Abilities:

Strong computer skills required. Ability to multi-task is essential. Must be detail oriented. Strong ability to work with multiple numbers and files. Must have good written, oral and interpersonal communication skills.

REPORTING RELATIONSHIPS:

Reports to: Revenue Cycle Leader

Supervises: N/A

Security Access: **Based on matrix in HR- each position will be assigned "HIGH", "MEDIUM", or "LOW"**
Employee has access to restricted or confidential patient/financial information and must comply with the terms of Davis County Hospital Security Policies as it applies to their job role.

JOB PERFORMANCE DEFINITIONS:

5 – Outstanding. Consistently performs above the job expectations, continuously producing high quality results.

4 – Exceeds Job Requirements. Often performs above the job expectations, often producing high quality results.

3 – Fully Competent. Employee successfully performs all essential job functions on a continuous basis. May occasionally exceed performance expectations. An employee who is new in a position, but who has

not yet become fully competent may still be rated a “3” if they are progressing at expected levels.
2 – Below Job Requirements. Usually successfully performs most job functions. May occasionally not meet some performance expectations.
1 – Unsatisfactory. Employee may meet some requirements of the job, however, one or more primary job functions need improvement
Reminder: Comments must be added for each area in which the standard has been exceeded (4 & 5's) or the standard is below (2 & 1's). Performance Improvement Plans also need to be developed for standards that is below (2 & 1's). See HR for the PIP form.

Duties and Responsibilities					
The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance.					
	Evaluation				
Maintains patient, medical record, department, and employee confidentiality at all times.	5	4	3	2	1
Comments: Click here to enter text.					
Consistently demonstrates a positive attitude. Fosters teamwork by offering assistance to others. Acknowledges and responds tactfully to all requests. Shows consideration in interaction with patients, family, and other healthcare team members by demonstrating listening skills and cooperation. Communicates and interacts with others in a professional, responsible, cooperative, and positive manner at all times. Adheres to Hospital & HIM policies & procedures.	5	4	3	2	1
Comments: Click here to enter text.					
Retrieves patient records from all departments of the hospital for scanning. Performs chart preparation for scanning, removing difficult items to scan, removing staples and rubber bands. Completes Alternate Media Forms as needed. Groups like documents and dates. Removes cold fed documents from being scanned. Preps rhythm strips for scanning. Monitors for poor originals and stamps as needed. Performs quality review of scanned images to assure proper alignment, readability, and that all documents have been scanned. Indexes scanned images to the proper patient's accounts. <ul style="list-style-type: none"> Performs indexing process Verification of bar-coded documents are correctly indexed Identifies when it is appropriate to split and merge documents <p>Performs chart reconciliation to assure all records are received for scanning. Locates charts to the HIM department when received.</p>	5	4	3	2	1

Comments: Click here to enter text.					
Performs electronic analysis of records to review for necessary signatures and dictation, monitoring for missing documentation. <ul style="list-style-type: none"> Assigns deficiencies to providers according to procedure at least 98% of the time Links signature deficiencies Maintains analysis turnaround within required time frame at least 98% of the time When possible, answers any questions the providers may have about their deficiencies and how to access Monitors dictation system if provider indicates delinquent record has been dictated. 	5	4	3	2	1
Comments: Click here to enter text.					
Responsible for monitoring the provider delinquencies as outlined in the Medical Staff Bylaws and Rules & Regulations, sending written notice to providers as outlined. Notifies Leader when provider is pending suspension. <ul style="list-style-type: none"> Prepares provider suspension list & letter to give to CEO for deficiency notification letters at 30 days 	5	4	3	2	1
Comments: Click here to enter text.					
Answers the HIM main phone line for the department. Must multi-task various responsibilities. Handles the mail for the HIM department, distributing as needed.	5	4	3	2	1
Comments: Click here to enter text.					
Is responsible for the Release of Information (ROI) process, which includes stamping date/time/initialing when received and stamping when completed with date/time/initialing. Verifying the validity of the release/request for information, logging the ROI when received, and updating the log when the ROI is completed. Notifies Leader of any subpoenas received. Notifies the Risk Manager and/or Leader of any requests from attorneys.	5	4	3	2	1
Comments: Click here to enter text.					
Maintains confidentiality of all patient information, keeping current on HIPAA privacy practices.	5	4	3	2	1
Comments: Click here to enter text.					
Performs registration of birth certificates with the State of Iowa. May be a Notary Public and witness signatures.	5	4	3	2	1

Comments: Click here to enter text.					
Assures all Advance Directives/Living Wills or Durable Power of Attorney forms are scanned to the patient's file.	5	4	3	2	1
Comments: Click here to enter text.					
Retrieves paper charts for requesting providers or departments. Pulls paper records of patients who are deceased, keeping each calendar year together. Files paper charts as needed.	5	4	3	2	1
Comments: Click here to enter text.					
Transcribes providers dictation when necessary.	5	4	3	2	1
Comments: Click here to enter text.					
Will do other duties in the department as assigned.	5	4	3	2	1
Comments: Click here to enter text.					
Adheres to and promotes the established values of the organization, i.e., behavioral standards, safety, compliance, quality standards, and all others.	5	4	3	2	1
Comments: Click here to enter text.					
Will attend at least 75% of all department meetings & huddles, and 100% of all mandatory hospital & department meetings.	5	4	3	2	1
Comments: Click here to enter text.					

Behavior Expectations for all Employees					
	Evaluation				
Mission and Commitment- Demonstrates commitment to DCH mission and values. Is respectful of all levels of the organization. Inclusive of diverse ideas, backgrounds, cultures.	5	4	3	2	1
Comments: Click here to enter text.					
Personal Characteristics/Ethics- Acts with integrity. Builds relationships on trust and respect. Holds self and others accountable; admits mistakes and learns from them.	5	4	3	2	1
Comments: Click here to enter text.					
Customer/Patient Focus- Makes customers/patients and their needs a primary focus. Is dedicated to meeting the expectations of internal and external customers/patients. Represents organization in a positive and professional manner. Solicits customer/patient feedback and uses it for improvement in service.	5	4	3	2	1
Comments: Click here to enter text.					

Teamwork -Actively participates as a team member to work toward completion of goals.	5	4	3	2	1
Comments: Click here to enter text.					
Continuous Improvement - Participates effectively in process improvement changes. Originates action to improve existing conditions and processes. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.	5	4	3	2	1
Comments: Click here to enter text.					
Excellence – Demonstrates passion for excellence in day to day work activities. Delivers high quality results on time, contributes to departmental/organizational quality and / or process improvement efforts.	5	4	3	2	1
Comments: Click here to enter text.					
Collaboration /Communication - communicates and interacts appropriately with all personnel, is open to others' ideas and opinions, supports the department's/organization's efforts, maintains confidentiality, is viewed by others as an example of professional, considerate behavior. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.	5	4	3	2	1
Comments: Click here to enter text.					
Stewardship - Works efficiently, utilizes all resources in a cost-effective manner, adheres to organization's policies and procedures, actively seeks ways to reduce cost and conserve resources to improve results. Demonstrates social responsibility. Is green	5	4	3	2	1
Comments: Click here to enter text.					
Orientation - Assists with new employee orientation. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation.	5	4	3	2	1
Comments: Click here to enter text.					
Dress Code - Wears ID badge at all times. Follows DCH dress code policy.	5	4	3	2	1
Comments: Click here to enter text.					
Attendance - Maintains proper attendance- stays within attendance	5	4	3	2	1

policy guidelines. Regular/reliable attendance is required. Demonstrates flexibility in scheduling.					
Comments: Click here to enter text.					
Safety- Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes incident reports according to policy for work-related illness or injury. Follows all established infection control practices. Assists in maintaining a safe environment at DCH. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.	5	4	3	2	1
Comments: Click here to enter text.					

Physical Demands/Work Environment
<p><u>WORKING CONDITIONS:</u></p> <p>The worker is not substantially exposed to adverse environmental conditions.</p> <p><u>PHYSICAL ACTIVITY REQUIREMENTS:</u> (Constant = 67-100% of work day, Frequent = 34-66% of work day, Occasional 33% or less of work day.)</p> <p>Constant:</p> <p style="padding-left: 40px;">Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.</p> <p style="padding-left: 40px;">Grasping: Applying pressure to an object with the fingers and palm.</p> <p style="padding-left: 40px;">Repetitive Motions: Substantial movements(motions) of the wrists, hands, and/or fingers.</p> <p style="padding-left: 40px;">Reaching: Extending hand(s) or arm(s) in any direction.</p> <p style="padding-left: 40px;">Hearing: Perceiving the nature of sounds at normal range. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making fine adjustments on machined parts.</p> <p><u>PHYSICAL REQUIREMENTS:</u></p> <p>Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking</p>

and standing are required only occasionally and all other sedentary criteria are met.

VISUAL ACUITY REQUIREMENTS:

Machine operators(including inspection), Inspection close assembly, Clerical, Administrative. This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small defects, small parts, operation of machines (including inspection), using measurement devices, assembly or fabrication of parts at distances close to the eyes.

INTELLECTUAL AND EMOTIONAL REQUIREMENTS:

1. Adaptability to performing repetitive work, or to performing continuously the same work, according to set procedure sequence, or pace.
2. Adaptability to perform under stress when confronted with unusual, busy situations.
3. Adaptability to situations requiring the precise attainment of set limits, tolerances, or standards.

Goals- mutually set between employee and leader			
		Met	Not Met
Current	1 Click here to enter text.		
	2 Click here to enter text.		
	3 Click here to enter text.		
Future	1 Click here to enter text.		
	2 Click here to enter text.		
	3 Click here to enter text.		

In signing this report the employee does not indicate agreement, but acknowledges he/she has received it. If he/she wishes to add a written statement concerning any part of the report, he/she may use the section below or attach an additional page.

I am attesting that I have reviewed the Employee Confidentiality Statement, the Standards of Conduct, and the DCH Behavioral Standards.

Employee signature/date Department

Manager signature/date

Senior Team signature/date