



## JOB DESCRIPTION FORM

**Job Title:**  
**Medical Records Assistant**

**Location:**  
FHP

### **Job Summary:**

Reports directly to the Medical Records Supervisor and responsible for performing the following functions:

1. Appointment – responsible for providing 100% chart availability at all times and timely delivery of all medical records processed for all requesting department, providers and/or authorized personnel.
2. Report - responsible for ensuring the proper filing process of all documents received in the medical records department to be filed into the patient's medical chart.
3. Messenger – responsible for providing timely delivery of all charts processed to requesting department, providers and/or other authorized personnel.
4. Audit – responsible for performing proper auditing/screening of all returned charts for any deficiencies and chart maintenance.

### **Duties and Responsibilities:**

1. Appointment
  - 1.1. Answers telephone within three (3) rings in a timely manner, promptly and professionally.
  - 1.2. Answers all questions and re-directs inquiries to the proper personnel.
  - 1.3. Pulls and prepares 3-5 days appointment medical records.
  - 1.4. Follows up all add-ins.
  - 1.5. Screens, labels and repairs all medical records properly as needed in the event of excessive wear and tear.
  - 1.6. Ensures that all adult and pediatric face sheets, tabs are inserted as needed.

- 1.7. Stamps all TakeCare face sheets.
- 1.8. Delivers appointment records to all stations according to daily locator.
- 1.9. Stamps "Patient Registration Packet Stamp" on all records pulled that need PRP.
- 1.10. Inserts and delivers PRP provider folder according to daily locator.
- 1.11. Conducts search for all missing and out records with outguides to provide complete next day appointment.
- 1.12. Submits appointments and PRP's daily log.
- 1.13. Files all returned patient medical records.

## 2. Report

- 2.1. Answers telephone within three (3) rings in a timely manner, promptly and professionally.
- 2.2. Answers all questions and re-directs inquiries to the proper personnel.
- 2.3. Assists patients with daily medical release.
- 2.4. Ensures that all documents/reports are stamped/received/verified before filing into patient's medical records.
- 2.5. Verifies that all documents/reports have receiving stamp from providers to show acknowledgement.
- 2.6. Initials all documents/reports filed into patient medical records.
- 2.7. Ensures that all documents/reports are corrects and accurate before filing [Date/Patient Name/DOB/FHP#].
- 2.8. Routes all reports that are received through mail to floating nurse for proper process.
- 2.9. Stamps all TakeCare face sheets.
- 2.10. Submits daily log report.
- 2.11. Files all returned patient medical records.

## 3. Messenger

- 3.1. Answers telephone within three (3) rings in a timely manner, promptly and professionally.
- 3.2. Answers all questions and re-directs inquiries to the proper personnel.
- 3.3. Assembles and labels all new patient medical records properly according to eight (8) digit numerical system.
- 3.4. Prepares new patient medical records in event of excessive wear and tear.
- 3.5. Assists in filing documents/reports received daily.
- 3.6. Pulls all medical records process through printer and delivers to designated stations/areas.
- 3.7. Logs all received faxes and distributes accordingly.
- 3.8. Routes, delivers MAS records to provider.
- 3.9. Picks up all documents/reports/returned patient medical records within all stations/areas for filing.
- 3.10. Stamps all records pulled that are in need of patient registration packets.
- 3.11. Inserts and stamps all TakeCare face sheets.
- 3.12. Files all returned patient medical records.
4. Audit
  - 4.1. Answers telephone within three (3) rings in a timely manner, promptly and professionally.
  - 4.2. Answers all questions and re-directs inquiries to the proper personnel.
  - 4.3. Performs proper audit screening of all entries that are authorized and stamped by provider who saw the patient.
  - 4.4. Puts vital stamps to all entries required to be written in and signed by Nurse/MA. If seen by a Physician Associate (PA), a medical doctor must co-sign the day of visit.
  - 4.5. Implements proper screening/reviews behind tab areas, progress notes area for any loose, deficiencies or misfile documents.

- 4.6. Confirms, stamps and initials all documents attached to medical records returned. Ensures that it matches before filing.
- 4.7. Prepares new patient medical records in event of excessive wear and tear.
- 4.8. Stamps all TakeCare face sheets.
- 4.9. Files all returned patient medical records.
5. Performs other duties that may be assigned from time to time.

<b>Job Specifications:</b>
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1. High School Graduate – certification is not required
2. Previous formal experience is not required
3. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers.
4. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
5. Outstanding oral and written communication skills.
6. Strong ethics and a high level of personal and professional integrity.
7. Must have basic familiarity on federal and state laws and requirements relating to healthcare management.
8. Computer literate and very highly proficient in using MS office programs.