

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-23-143

Closing Date: Open until filled

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**POSITION TITLE: Health Information Management Clerk**  
**DEPARTMENT: Health Information Management**

**Position Summary:**

Under general supervision of the Health Information Management (HIM) Director, the Health Information Management Clerk expedites and assists with the coordination of patient services within the facility. Performs administrative duties, serves as inter-departmental file clerk, and delivers items for the HIM Department. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Responsible for accurately scanning/importing internal and external documents into WIHCC patients' electronic health record in a timely manner.
- Performs audits of scanned documents, as assigned by HIM supervisor.
- Distributes patient documents to different areas of WIHCC campus when necessary.
- Helps ensure an accurate electronic health record through the reactivation of patient's charts and resolution of duplicate charts in timely manner.
- Demonstrated ability to maneuver in multi technology environment and demonstrates proficiency in Microsoft Office and Adobe Pro.
- Assists with all proper release of medical information for all requests, entering all requests into the RPMS for an accurate accounting of disclosures.
- Assists patients and personal representatives with request of information (ROI) within 30 days of the request.
- Performs clerical duties in relationship to chart documents or procedures in the HIM department as requested.
- Checks patient charts for accuracy and deficiencies, paying attention to detail.
- Performs logging and tagging of documents and charts to assure appropriate delivery of charts to clinics and providers.
- Processes requested medical records from various clinics. Scans incoming medical records from outside facilities and imports PDF files into patient's EHR.
- Performs general receptionist duties such as answering phones, questions, directing people to various departments, providing instructions and assisting with coordinating patient flow.
- Provides information as to the procedure to follow for registration of new patients, location of clinics, operating hours, and etc.
- Required to periodically cover evening shifts, weekend shifts and/or WIHCC satellite clinics.
- Provides excellent customer service to both internal and external customers. Fosters a sense of teamwork and assists other staff when needed.
- Maintains and adheres to strict confidentiality of medical information in accordance with the Privacy Act of 1974, AAAHC, EMTALA, OSHA and HIPAA.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Maintains regular attendance and punctuality.
- Possesses cultural awareness and sensitivity.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High School Diploma or GED. One year of experience in healthcare setting or six months of organizing and maintaining medical records required. Registered Health Information Technician certification preferred. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability:**

- Knowledge of general rules and functions of the various departments of the WIHCC with which contact will occur.
- Knowledge of customer service, telephone etiquette, public relations, and confidentiality.
- Knowledge of office machine use such as scanners, printers and fax.
- Knowledge of the Privacy Act and HIPAA.
- Knowledge of medical terminology.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint, RPMS.
- Skill in time management, records management and organization with strong attention to detail.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**