UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS
Title: Health Information Access Specialist
Department/Number:
Reports to: HIM Supervisor
Job Code: 440010 | FLSA Status: Non-Exempt
Manager Approval: D. Paulson Date: 8-16 HR Approval: MJG Date: 8-16

POSITION SUMMARY
The Health Information Access Specialist is responsible for advanced level problem solving, organizing, training, and communicating within the department.

This position is responsible for processing release of information requests for urgent, STAT, research, billing, patient use, and many other purposes. Release is performed by this person using multiple sources of media. This position also serves as the electronic health record external access support contact providing appropriate support and/or access to information while maintaining the utmost patient confidentiality, as well as supporting the contracted release of information vendor. The incumbent also manages the advance medical directive process of review and acceptance/rejection, scanning and acknowledging receipt of an advance directive via letter to the patient. Rejected documents may require staff to work with the patient to ensure accuracy of forms. This position approves, flags, and scans/indexes all verbal and exchange of information authorizations for UW Health. This includes working with the patient and their families, and internal staff to ensure the document is valid prior to scanning it into the EMR. The incumbent provides medical record retrieval services to select UW health specialty care clinics. The incumbent is expected to make independent, on-the-spot decisions, which are typically in response to state statutes and federal regulations.

This position requires considerable amount of knowledge of Epic EHR (electronic health record) and Release of Information modules, and UW Health policies regarding privacy and security of protected health information (PHI), as well as excellent organizational, communication and interpersonal skills necessary to support the wide variety of customers both internal and external to UW Health. This is needed in order to ensure that the UW Health EHR and patient’s PHI remains secure while maintaining and/or releasing critical information to meet the organization’s mission of patient care, research, teaching and community outreach.

MAJOR RESPONSIBILITIES
Release of Information/Advance Medical Directives/Health Link External Access Support
- Requests for release of information
  - Review, access for compliance, prioritize, process/reject requests for ROI for all of UW Health, determining the most efficient mode of delivery as to not negatively impact patient care, payment of claims, or accommodating Federal regulatory mandates, as well as to avoid any potential breaches
  - Maintain accurate and complete ROI databases to account for all disclosures
    - Management of all requests is performed electronically – no paper management of forms
- Follow statutory guidelines and other regulations to independently evaluate and respond appropriately to requests from individuals, families, legal representatives, insurance companies, healthcare providers or government agencies for the release of patient health information
- Advance medical directives and legal documents
  - Review, assess for compliance, approve/accept or reject and scan applicable documents into the electronic health record
  - Enter appropriate system FYI flags to alert clinicians of patient directives and trigger banner alerts throughout the EHR
  - Work with clinicians, social workers, and patients/families, etc. to ensure the most current, complete and appropriately documented patient directives and other miscellaneous legal documents and filed appropriately
- Serve as UW Health contact for assistance with Epic Care Link and Care Everywhere, as well as coordinating transfer records via Care Everywhere for select Epic sites. Schedule, coordinate and work with external customers regarding access to the paper and electronic health record including research, insurance and other quality audits and general viewings, as legally authorized
- Ensure privacy and security of all protected health information accessed and released is maintained at all times
- Review, assess for compliance, approve/reject and scan of all verbal and exchange of information authorizations and update system FYI flags to alert clinicians of patient directives re: sharing of information (and thus avoiding potential for breach of information)
- Provide telephone support from both internal and external callers (e.g., staff, doctors, patients, insurance companies, attorneys, etc.)
**UW HEALTH POSITION DESCRIPTION**

- Provide medical record retrieval services for select UW health specialty care clinics
- MyChart administration
  - Receive, assess for compliance, process/reject patient requests for MyChart activation codes – working with patients/legally authorized representative to complete required paperwork
  - Receive, assess for compliance, and set up parent/legally authorized representative with proxy access to a child or other adult MyChart account after proper authority has been assessed

All duties and requirements must be performed consistent with the UW Health Performance Standards.

### POSITION REQUIREMENTS

<table>
<thead>
<tr>
<th>Education</th>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High School Diploma or equivalent</td>
<td>Education in Health Information Management, Nursing Assistant, Medical Assistant, or other related field</td>
</tr>
<tr>
<td>Work Experience</td>
<td>Minimum</td>
<td>Preferred</td>
</tr>
<tr>
<td></td>
<td>Two (2) years progressively responsible medical records management experience. Education in Health Information Management, or related field, may be substituted for years of experience.</td>
<td></td>
</tr>
<tr>
<td>Licenses &amp;</td>
<td>Minimum</td>
<td>Preferred</td>
</tr>
<tr>
<td>Certifications</td>
<td>RHIT or RHIA, Certified Medical Assistant, Certified Nursing Assistant</td>
<td></td>
</tr>
</tbody>
</table>

**Required Skills, Knowledge, and Abilities**

- Excellent verbal and written communication skills
- Knowledge of indices and filing systems necessary to file, store, and retrieve information from paper and electronic record systems preferred (terminal digit filing preferred)
- Ability to locate, read, interpret State and Federal (HIPAA) Statutes/Regulations regarding using and disclosing protected health information, advance medical directives, declaration to physicians, and other miscellaneous legal documents
  - Know how to respond to such documents and identify when urgent action is required
- Ability to examine the record and verify patient identification
- Ability to examine a form and determine its proper placement within the paper or electronic record
- Ability to identify nonstandard forms and determine action required
- Advanced knowledge of medical terminology, medical record format, content and medical documentation order
- Advanced knowledge of anatomy, physiology and disease processes sufficient to clearly understand the content of the medical records, understand the information needs of the care providers, and to associate a medical condition with the standard exams and procedures
- Detail orientated and ability to be self motivated to complete duties in a timely manner
- Excellent interpersonal communication and team skills in a complex organizational setting
- Ability to react to frequent changes in duties and volume of work
- Excellent internal and external customer service skills with the ability to remain calm, be patient and respond professionally to all requests
- Ability to work in a team environment and to collaborate with a variety of professionals
- Knowledge of and experience with conflict resolution techniques and problem analysis/resolution skills preferred
- Knowledge of UW Health organizational structure preferred
- Excellent technological skills sufficient to work on computers and scanners including various software programs such as Epic, all MicroSoft products, Adobe Acrobat, OnBase, with skills to manipulate multiple document formats
**UW HEALTH POSITION DESCRIPTION**

- Ability to perform routine maintenance and adjust setting on the scanning equipment preferred
- Ability to maintain patient and employee confidentiality

**PHYSICAL REQUIREMENTS**

Indicate the appropriate physical requirements of this job in the course of a shift. Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
</tr>
</tbody>
</table>

**Sedentary:** Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

- Up to 10#  
- Negligible  
- Negligible

**Light:** Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.

- Up to 20#  
- Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls  
- Negligible or constant push/pull of items of negligible weight

**Medium:** Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

- 20-50#  
- 10-25#  
- Negligible-10#

**Heavy:** Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

- 50-100#  
- 25-50#  
- 10-20#

**Very Heavy:** Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.

- Over 100#  
- Over 50#  
- Over 20#

List any other physical requirements or bona fide occupational qualifications:

- 

**Work/Environmental:** Moderate noise level consistent with an office environment

---

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.