

## UW HEALTH JOB DESCRIPTION

### HEALTH INFORMATION SPECIALIST

Job Code: 440006

FLSA Status: Non-Exempt

Mgt. Approval: T.Senty

Date: January 2021

Department: Rev Cycle – HIM Document Imaging

HR Approval: E.Haberstroh

Date: January 2021

#### JOB SUMMARY

The Health Information Specialist performs a variety of tasks associated with the collecting, analyzing and indexing of patient care documentation in the medical record. Application of knowledge includes the process to store, retrieve, review, analyze, and process health-related information. The incumbent in this position is required to be well versed with varying State, Federal, regulatory and accreditation requirements. Incumbents must document HIM activities following applicable guidelines and regulations. The incumbent may work closely with both internal and external customers including clinicians, staff, vendors and patients.

The Health Information Specialist is responsible for all functions of the Health Information Processing Specialist along with additional complex operations including indexing of all documents received electronically, obtaining documentation from third party portals and communicating with third party vendors, reviewing reports and completing basic document corrections. The incumbent will work with newer staff and assist with training and basic auditing functions.

The incumbent will be self-motivated and prioritize work tasks among various work queues based on HIM turnaround times and established priorities.

In addition to Document Imaging, the incumbent is responsible for answering & routing incoming calls, distributing daily work assignments and updating logs along with assisting with all paper chart processes. The incumbent routinely provides telephonic and personal assistance to internal and external customers. The Health Information Specialist must consistently demonstrate superior people and customer service skills and a commitment to the unique needs and requirements of a multi-national staff of professional caregivers and patients.

#### MAJOR RESPONSIBILITIES

##### Medical Files - Document Imaging Sorting, Prepping, Scanning and Indexing

- Reviews documentation for required data elements and sorts documents according to established guidelines.
- Utilizes Health Link, OnBase and PACs to locate identifiers and process documents.
- Prep paper documents for scanning according to guidelines.
- Perform daily scanner maintenance and perform basic mechanical troubleshooting.
- Review documentation in OnBase/HealthLink or PACs to determine all information is present and correct the document type, descriptor, encounter number or order number. Index the document in the appropriate system using advanced settings to ensure high quality images and validate it is viewable in the correct location by the end user. Utilize electronic training resources.
- Review for duplicates using "OnBase workflow", move documentation, pull, drag, drop and delete as necessary to ensure the best image quality.
- Monitor and prioritize scan queues work based on departmental guidelines
- Log all work in database tracking system and communicate any issues with the management team
- Identify errors within the systems and facilitate corrections including completing basic corrections
- Review scanned and indexed documents for quality through Self-QA to ensure accuracy and image quality.
- Assist with QA of basic level indexing and communicate results with the management team
- Retrieve documentation from third party portals; communicate with third party vendors as necessary to ensure complete and accurate document retrieval.

##### Medical Files - Distribution and paper charts

- Assist in ordering, maintenance; check out, delivery and return of paper charts using Health Link, Versatile and Iron Mountain Connect.
- Review reports and complete work processes associated with each report.
- Travel to CSC to deliver and pick up documents, charts and other patient care media.
- Sort and distribute incoming and outgoing mail, charts and documents. Deliver and pick up documents within the building.
- Assist the storage liaison with trouble shooting chart locations, reviewing and rectifying returns from storage vendor and ensuring chart information is accurate within HealthLink, Versatile and IM connect.

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- Prepare paper charts for back-scanning, identifying appropriate document type while developing a crosswalk of “old” paper document filing to the current document type to index in HealthLink. Ensure chart location is accurate in all affected systems.

### Customer Service

- Process internal/external telephonic and printed requests for electronic and paper medical records. Locate and arrange delivery of the medical record to the requester. Coordinate off site medical record retrieval as needed.
- Provide assistance and direction to all callers and visitors by explaining H.I.M. and Release of Information procedures while providing exceptional customer service.
- Monitor assigned voice mail, in-basket and email boxes. Work requests received in email and in-basket in a timely manner.
- Assist end users in record retrieval and review in the Research Room as necessary

### Administrative

- Independently organize and prioritize time to provide full medical record availability to customers and complete all related tasks.
- Respond to after hour telephonic, in-basket, e-mail and fax requests for medical information needed to facilitate direct patient care, utilizing the paper and electronic record.
- Participate in after hour on-call to provide stat record retrieval and indexing services.
- Actively participate in training sessions and help new staff to learn. Assist in reviewing and updating training materials.
- Provide Manager/Supervisor with suggestions for improvement, destination station updates, fully complete logs and departmental documentation
- Actively participate in process improvement, engagement, department, staff and other work meetings/teams.
- Submit and track Service Now tickets as needed to maintain optimal system processing
- Maintain knowledge of and adhere to all HIPPA, confidentiality and compliance regulations, rules, guidelines, policies and procedures.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

|   |           |  |
|---|-----------|--|
| Education                                 | Minimum   | General Equivalency Diploma (GED)  |
|   | Preferred | High School Diploma  |
| Work Experience                           | Minimum   | One year of Health Care, Insurance, or Administrative Support related experience required. Education in Health Information Management, Health Care Sciences or other four year degree may be substituted for years of experience.  |
|   | Preferred | One year experience in a clinical or Health Information Management Department of a large health care facility  |
| Licenses & Certifications                 | Minimum   |  |
|   | Preferred | Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) preferred  |
| Required Skills, Knowledge, and Abilities |           | <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Knowledge of indices and filing systems necessary to file, store, and retrieve information from paper and electronic record systems preferred (terminal digit filing preferred)</li> <li>• Completion of basic training as a Health Information Specialist – Associate while maintaining minimum quality and productivity expectations</li> <li>• Ability to examine the record and verify patient identification</li> <li>• Ability to examine a document and determine its proper placement within the paper or electronic record</li> <li>• Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation order preferred.</li> <li>• Detail orientated and ability to be self-motivated to prioritize and make decisions to complete duties in a timely manner.</li> <li>• Ability to work under pressure of deadlines.</li> <li>• Excellent interpersonal communication and team skills in a complex organizational setting.</li> <li>• Excellent internal and external customer service skills with the ability to remain calm, be patient and respond professionally to all requests</li> </ul> |

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- 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
- Proficient in the operation and use of computers and scanners including various software programs such as Epic, word processing and spreadsheets
- Ability to perform routine maintenance and basic maintenance of scanning equipment preferred
- Ability to maintain patient and employee confidentiality
- Ability to work scheduled on-call as needed
- Ability to perform repetitious movement, including long periods of standing or sitting, along with the ability to stoop, bend, reach, step up and sit for extended periods of time.
- Ability to lift 25 pounds and push 200 pounds.
- Ability to perform job function and make decisions without direct supervision

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

|  |                                     |   |
|--|-------------------------------------|---|
| <input type="checkbox"/> Infants (Birth – 11 months) | <input checked="" type="checkbox"/> | <input type="checkbox"/> Adolescent (13 – 19 years)   |
| <input type="checkbox"/> Toddlers (1 – 3 years)      | <input checked="" type="checkbox"/> | <input type="checkbox"/> Young Adult (20 – 40 years)  |
| <input type="checkbox"/> Preschool (4 – 5 years)     | <input checked="" type="checkbox"/> | <input type="checkbox"/> Middle Adult (41 – 65 years) |
| <input type="checkbox"/> School Age (6 – 12 years)   | <input checked="" type="checkbox"/> | <input type="checkbox"/> Older Adult (Over 65 years)  |

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### 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.*

| Physical Demand Level   | Occasional<br>Up to 33% of the time | Frequent<br>34%-66% of the time   | Constant<br>67%-100% of the time                                      |
|---|-------------------------------------|---|---|
| <input type="checkbox"/> <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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. | <b>Up to 10#</b>                    | <b>Negligible</b>   | <b>Negligible</b>   |
| <input type="checkbox"/> <b>Light:</b> 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.  | <b>Up to 20#</b>                    | <b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls | <b>Negligible</b> or constant push/pull of items of negligible weight |
| <input checked="" type="checkbox"/> <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.  | <b>20-50#</b>                       | <b>10-25#</b>   | <b>Negligible-10#</b>   |
| <input type="checkbox"/> <b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.   | <b>50-100#</b>                      | <b>25-50#</b>   | <b>10-20#</b>   |
| <input type="checkbox"/> <b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.  | <b>Over 100#</b>                    | <b>Over 50#</b>   | <b>Over 20#</b>   |
| <b>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>   |                                     |   |   |

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.