

UW HEALTH JOB DESCRIPTION

Healthcare Documentation Technician

Job Code: 540009

FLSA Status: Non- Exempt

Mgt. Approval: C. Williams Date: 7.2016

HR Approval: MJG Date: 7.2016

JOB SUMMARY

The Healthcare Documentation Technician performs the following responsibilities:

- Transcribes, edit and proofreads medical dictation which may include radiology reports, discharge summaries, consults, history and physical reports, clinic notes, and surgical pathology reports.
- Accesses electronic medical records.
- Recognizes, interprets and evaluates inconsistencies in medical dictation and edits, revises and clarifies without altering the meaning.
- Clarifies dictation, which is unclear or incomplete.
- Verifies patient information for accuracy and completeness.

MAJOR RESPONSIBILITIES

A. Transcription/editing of medical dictation to provide a permanent record of patient care

- A-1. ExTEXT: Produce a minimum average lines per hour based on expectations defined by the department.
Powerscribe: Produce a minimum average of minutes per hour as determined by department average.
All applications: Must maintain a minimum of 98% accuracy rate (based on lines reviewed).

NOTE: The production and quality expectations may change based on procedural/technological/software changes.

- A-2 Recognizes, interprets, and evaluates inconsistencies, discrepancies, and inaccuracies in medical dictation, and appropriately edits, revises, and clarifies them without altering the meaning of the dictation or changing the dictator's style.
- A-3 Clarifies dictation that is unclear or incomplete, seeking assistance as necessary.
- A-4 Flags reports requiring the attention of the Team Leaders, transcription assistants, supervisors or dictator.
- A-5 Uses reference materials to facilitate the accuracy, clarity, and completeness of reports.
- A-6 Verifies patient information for accuracy and completeness.
- A-7 Formats transcribed/edited reports according to established guidelines.
- A-8 Ability to recognize appropriate work type and visit information based on context of report.
- A-9 Operates designated word processing, dictation, and transcription equipment and software as directed to complete assignments.
- a. Uses designated equipment effectively, skillfully, and efficiently.
 - b. Maintains equipment and work area as directed.
 - c. Assesses condition of equipment and furnishings, and reports need for replacement or repair.

B. Follows policies and procedures to contribute to the efficiency of the medical transcription department

- B-1 Demonstrates an understanding of policies, procedures, and priorities, seeking clarification as needed.
- B-2 Maintains required records and procedure manual, providing reports as scheduled and upon request.
- B-3 Reports to work on time, as scheduled, and is dependable and cooperative.

C. Demonstrates an understanding of the medicolegal implications and responsibilities related to the transcription of patient records to protect the patient and the institution

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- C-1 Understands and complies with policies and procedures related to medicolegal matters, including confidentiality, amendment of medical records, medical records as legal evidence, informed consent, etc.
- C-2 Meets standards of professional and ethical conduct.
- C-3 Recognizes and reports unusual circumstances and/or information with possible risk factors to appropriate manager.
- C-4 Recognizes and reports problems, errors, and discrepancies in dictation and patient records to appropriate manager.
- C-5 Consults appropriate manager regarding dictation which may be regarded as unprofessional, frivolous, insulting, inflammatory, or inappropriate.

D. Miscellaneous duties as assigned

- D-1 Other miscellaneous duties as assigned.
- D-2 Attends Section and Department meetings as well as all mandatory training sessions.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> High school diploma Formal training or equivalent in work experience in medical transcription.
	Preferred	
Work Experience	Minimum	
	Preferred	<ul style="list-style-type: none"> 1 year medical transcription experience is preferred.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Knowledge of medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic tests, radiology, pathology, pharmacology, and the various medical specialties. Knowledge of medical transcription guidelines and practices. Excellent written and oral communication skills, including English usage, grammar, punctuation, and style. Ability to understand diverse accents and dialects and varying dictation styles. Ability to use designated reference materials in an appropriate and efficient manner. Ability to operate designated word processing, dictation, and transcription equipment. Ability to work under pressure with time constraints. Ability to concentrate. Excellent listening skills. Excellent eye, hand, and auditory coordination. Carries out assignments responsibly and independently. Ability to transcribe all designated document types.

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,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTION

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

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PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: 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.	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