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Medical Records Technician

Medical Records Technician process requests for medical records as they come in. This involves auditing the request to make sure the information being requested is accurate and allowed to be released to the requestor. Processing the requests requires attention to detail to make sure the correct information is being released. The Medical Records Technician reports directly to the Revenue Cycle Director.

The following is a list of essential job accountabilities:

1. Support and practice the Mission and Philosophy of Ruby Valley Medical Center;
2. Retrieves charts and tracks medical records requested;
3. Greet and assist all customers in a prompt and professional manner;
4. Handle phone inquiries on Medical Record Issues
5. Reviews records for accuracy and completeness;
6. Observes confidentiality and safeguards all patient related information according to HIPAA and RVMC policy;
7. Appropriately and accurately pulls records for patient care, quality review, and audits in a timely manner;
8. Coordinate the release of medical information to insurance companies, lawyers, state, and federal agencies as required;
9. Ensure that all requests for records are stamped with the date received and logged appropriately;
10. Maintain/organize medical records in EHR in order to ensure completeness and accuracy;
11. Communicates with and keeps supervisor informed regarding Medical Records Issues, complaints from patients, departments, providers, etc. ;
12. Provide information on RVMC Medical Records Policies
13. Works under the close supervision of the Business Office / HIM manager and any questions need to be directed to that manager.
14. Other duties as assigned;

Minimum Qualifications and/or Licensure:

- Associate's Degree in Appropriate field preferred

- High School Diploma or equivalent required
- Previous healthcare experience

Knowledge and Skills Required:

- Regulatory guidelines;
- Knowledge of medical terminology;
- Basic computer knowledge;
- Knowledge of health information management services;
- Knowledge of departmental policies and procedures;
- Confidentiality and Patient's Rights;
- Strong organizational and interpersonal skills;
- Ability to work independently and as a team member;
- Ability to manage multiple and simultaneous responsibilities and work under pressure;
- Must have a strong attention to detail.

Physical Requirements:

- Clear diction and acute hearing are necessary for effective communication
- Requires sitting or standing
- Reaching, bending, stooping, and handling objects with hands and/or fingers
- Requires talking, and/or hearing and seeing

Signature: _____

Date: _____

Print Name: _____