



**Job Posting**

**Date:** 12/10/2020

**Title:** Medical Records Clerk

**FLSA:** Full-Time, Non-exempt

**Location:** Cassopolis/Niles

Cassopolis Family Clinic Network (CFCN) is seeking a Medical Records Clerk. The Medical Records Clerk is responsible for medical record requests. Requests, copies and sends records, scans documents into the EHR. Responds to patient access requests and third party requests.

**Principle Duties and Responsibilities:**

- Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with and attention to all corporate policies and procedures, as well as the mission and values of the organization.
- Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times. Practices and promotes good guest relations
- Maintains a commitment to the achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality, HIPAA, and excellent customer service philosophy
- Locates archived paper records (if applicable), photocopies requested records, and sends records along with any information that exists in EPIC EHR (CFCN converted to EHR 6-2012).
- Processes requests from patients and third parties (attorneys, insurance companies, physicians, hospitals, government agencies, etc.)
- Electronic Health Record – prints requested information. Sends via hand delivery, mails fax. Provides electronic transfer as required.
- Scans the record request into EPIC.
- Creates invoices for third party requestors.
- Maintains a log of invoices for medical records charges.
- Accepts and responds to organizational changes.
- Performs other duties as assigned.

**Knowledge, Skills and Abilities Required:**

**Education:**

- Associate degree preferred.

**Skills**

- Excellent reading, writing and math skills.
- Accuracy in data entry, filing and organizational skills.
- Must be able to multi-task, prioritize and manage time.
- Must participate in EPIC medical record training.
- Knowledgeable of a variety of office equipment, i.e., fax machine, copier, phone, and calculator.
- Ability to work independently with minimal supervision.

**Interpersonal**

- Excellent communication, ability to work with individuals of diverse economic, social and/or cultural backgrounds.
- Must have customer focused interpersonal skills in order to interact in an effective manner with patients, families, and the public.
- Must be able to effectively collaborate with administration, physicians and clinical support staff.

**Knowledge**

- Knowledge of organizational policies and procedures.
- Knowledge of EPIC EHR, computer systems and applications.

**Reporting Relationships:**

Reports to Operations Assistant

**Working Environment:**

Physical: Works in an office environment where there are minimal physical discomforts. Must be able to use a computer keyboard and calculators. Ability to remain stationary for long periods of time. Ability to communicate via phone, mail and in person to resolve disputes, solve problems, etc. Requires sitting, moving, ability to position self, bending, ability to move up stairs and lift up to 25 lbs. Some exposure to visual strain due to close inspection of forms, records and computer screens. Cognitive skills to analyze, calculate data, problem solve. Occasional exposure to communicable disease, unpleasant odors. Ability to cope with stressful situations. Job is subject to frequent interruptions and changes in priorities.

**How to Apply:**

For consideration, please send your resume to Tammy Howard, 261 M-62 Cassopolis, MI or email: [thoward@cassfamilyclinic.org](mailto:thoward@cassfamilyclinic.org).