



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	HEALTH INFORMATION CLERK
<b>DEPARTMENT:</b>	PRIMARY CARE ADMINISTRATION
<b>CLASSIFICATION:</b>	HEALTH INFORMATION CLERK
<b>UNION:</b>	MGEU – FACILITY SUPPORT
<b>STD. GRP #:</b>	104

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER, PRIMARY CARE
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

The Health Information Clerk is responsible for assisting Physicians and staff with clerical and reception duties. The Health Information Clerk will also ensure the maintenance of accurate health records consistent with policies, procedures, and legislation (PHIA). The incumbent requires the ability to provide confidential clerical functions and to maintain an excellent rapport with staff and public. The incumbent is also responsible for the electronic submission and reconciliation of Physician's billings. The position of Health Information Clerk functions in a manner consistent with, and supports the Mission, Vision, and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Preparation of patient charts within the Electronic Medical Record (EMR).
- Electronic filing of correspondence, records and reports into the EMR.

- Retrieve patient information for Physicians as authorized.
- Assists Physicians with transcription as required.
- Responsible for copying charts and release of information, in accordance with PHIA.
- Process medical records billing for the contract Physicians.
- Process reciprocal and third party billings.
- May be responsible for coding and electronic shadow billing.
- Provide clerical support for staff as assigned including typing of routine correspondence referral letters, reports, forms and documents of a confidential nature.
- Performs general office functions (copying and faxing etc).
- Provides assistance and coverage for Primary Health Care clerical staff as required.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Completion of Grade 12 or equivalent.
- Completion of recognized Healthcare / Medical Secretarial course. Combination of education and experience may be considered.
- Recognized Medical Terminology course required.

**REQUIRED KNOWLEDGE:**

- Comprehensive knowledge of PHIA legislation.

**EXPERIENCE REQUIRED:**

- Demonstrated proficiency in computer applications and in particular Microsoft Office programs.
- Two to three years recent related medical office experience is required.
- Electronic Medical Record scheduling, filing, & shadow billing required.

**SKILLS/COMPETENCIES:**

- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, clients, the public, and health care professionals.
- Excellent communication skills.
- Demonstrated organizational skills.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Ability to work under pressure and meet deadlines thereby establishing priorities.
- Ability to work with minimal supervision and frequent interruptions
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.

- Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

#### **PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
November 2018  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources \_\_\_\_\_  
Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*