



**North Eastman Health Association Inc.
Job Description**

**Health Information Clerk
Primary Health Care**

Position Summary

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

Reports To: Manager of Business Office Services, Primary Health

Union: MGEU – Health Care Support Services

Std Grp. 104

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Qualifications:

Education and Experience

- Completion of Grade 12 or equivalent.
- Completion of recognized Healthcare / Medical Secretarial course. Combination of education and experience may be considered.
- Demonstrated proficiency in computer applications and in particular Microsoft Office programs.
- Recognized Medical Terminology course required.
- Two to three years recent related medical office experience is required.
- Experience in RISE billing required. Comparable electronic billing experience may be considered.

Knowledge, Skills & Abilities:

- Comprehensive knowledge of PHIA legislation.
- Excellent communication skills.
- 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
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.

- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines thereby establishing priorities
- Ability to work with minimal supervision and frequent interruptions.
- Fluent French/English Bilingualism required. (Pine Falls site only).

Position Duties and Responsibilities:

- Assembly and preparation of patient charts.
- Files client charts, correspondence, records and reports and is responsible for the central filing system.
- 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 physicians.
- Process reciprocal and third party billings.
- May be responsible for ICD-9 coding and electronic 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.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date _____
Director

Approved by: _____ Date _____
Vice President/ CEO

Reviewed by: _____ Date _____
Director, Human Resources

NOTE: Original Signed and Dated November 5, 2008

