



Job Title: Medical Record Specialist

Job Group: V

Location: Central Intake- 255 Delaware, Buffalo, NY

Reports to: Central Intake Supervisor

SUMMARY:

The Medical Record Specialist must at all times safeguard and protect the client's right to privacy by ensuring that only authorized individuals have access to the client's medical information and that all release of information are in compliance with the request, authorization, agency policy and HIPAA statutes. Additionally, they are required to maintain a professional health care office environment on a day-to-day basis, working with confidential and personal health information in a conscientious manner and providing clients and other requestors with the appropriate level of service. This position engages in direct customer service and must perform duties and conduct interpersonal relationships in a manner designed to project a positive image of the department and the Agency. Work with supervisor and other members of the department to promote a harmonious work environment.

RESPONSIBILITIES:

1. Interacts with requestors to identify medical records needed for client care, review, billing or release of information.
2. Prioritize release of information requests, retrieves medical records from active (Anasazi/EMR) and inactive (Lincoln Storage) and interdepartmental locations, electronically tracks and delivers records in accordance with established procedures.
3. Performs self-quality checks on all work to assure accuracy of the release, confidentiality and proper invoicing.
4. Handles all requests and inquiries for client health information whether received via mail, fax, phone or in-person
 - a. Verifies the client identify and confirms that the authorization is valid
 - b. Ensures the requesting party has a legal right to request a client's medical information
5. Provide excellent customer service by being attentive and respectful; insures understanding of customer request and follows through as promised; and being proactive in identifying client concerns, or problems. Helps resolve customer service matters in a polite manner.
6. Access computerized client record and/or other computer systems for client information needed for faxing and for other requestors of the medical record.
7. Performs at established quantitative and qualitative work standards to meet departmental goals and objectives.
8. Promotes quality improvement, staff and client safety, and cultural diversity through department operations and by personal performance.
9. Presents a courteous and helpful demeanor to all clients, visitors, staff members, or any other person an employee encounters while representing Lake Shore Behavioral Health.
10. Maintains current knowledge related to applicable statutes, regulations, guidelines and standards necessary to perform job duties in accordance with the requirements of the Corporate Compliance Plan. Complies with the requirements of the Code of Conduct, Corporate Compliance Plan and Compliance Policies and Procedures, including training requirements. Participates in compliance activities under the direction of the Supervisor and Corporate Compliance Officer.

QUALIFICATIONS:

High School Diploma or GED required. Ability to work in sometimes stressful environment. Ability to perform team-oriented job tasks with a conscientious awareness of detail and accuracy. Strong customer service skills. Excellent communication skills (oral and written). College level Medical Terminology course desirable. Ability to know, understand and apply federal and state regulations. Problem solving and critical thinking skills. Must be able to speak, read, and write English. Second language skills a plus. Data entry skills necessary: Type a minimum of 35 words per minute. Competent use of email, fax machines, scanners and copiers. **MUST have MS EXCEL skills/training.** Preferred- Previous experience in a medical office or medical records department..

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