

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

MEDICAL RECORDS CLERK (medical service)

DOT: 245.362-010 / O'NET: 29-2071.00 SVP 4

Job Description: Compile, process, and maintain medical records of hospital or other health care facility. *Physical Demands* Sedentary, with light lifting, carrying and moving (up to 20 lbs); *General Educational Development* - R4 M3 L3; *Aptitudes* Average General Learning Ability, Verbal, Numerical, Clerical, Finger Dexterity; Above Average Motor Coordination.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to assemble together a variety of medical record documents/notes/reports, such as admission slips, laboratory and pathology reports, operative notes, clinic notes, discharge summaries, etc., to establish a medical record. (R, IN, S)
2. Can demonstrate ability to make folders for new patient records using patient's unique hospital number or name. (IN, S)
3. Can demonstrate ability to examine patient medical records for completeness ensuring all required information is included and in appropriate sequence, noting any deficiencies and referring to appropriate health service staff to complete or update, as needed. (IN, S)
4. Can demonstrate ability to file records in designated areas according to applicable alphabetic and numeric filing system. (IN, S)
5. Can demonstrate ability to maintain data systems for records, organize files, and prepare cross references. (R, IN, S, T)
6. Can demonstrate ability to retrieve and route medical records and reports to hospital departments, health care officials, insurance companies, or other authorized persons in accordance with established procedure. (IN, S)
7. Can demonstrate ability to pull and prepare charts/medical records for scheduled patient visits. (IN, S)
8. Can demonstrate ability to research lost or missing records in accordance with established procedure. (R, IN, S, T)
9. Can identify and follow set protocols for copying, faxing of medical records. (S)
10. Can demonstrate ability to maintain correspondence and control logs. (IN, S, T)
11. Can demonstrate ability to maintain a master patient index, manually and/or on computer. (IN, S, T)
12. Can demonstrate ability to assign new patient history numbers; research and verify existing patient history numbers making corrections, eliminating duplicates and merging patient medical records accordingly. (IN, S)
13. Can demonstrate ability to pull old patient charts and make new folders as needed; order charts from remote storage as necessary. (IN, S)
14. Can demonstrate ability to compile, abstract and code patient data, using standard classification systems, or assist other workers to do same. (R, IN, I, S, T)
15. Can demonstrate ability to operate computer to enter and retrieve data. (R, IN, T)
16. Can demonstrate ability to type and/or word process correspondence and reports. (R, IN, T)
17. Can demonstrate working knowledge of general office practices, procedures and equipment (*Identify*). (R, S, T)
18. Can demonstrate knowledge of medical terminology. (IN, S)
19. Can demonstrate ability to write legibly. (I)
20. Can demonstrate ability to maintain confidentiality at all times while handling patient files. (I,S)
21. Can demonstrate strong customer service and telephone skills, including the ability to communicate with employees at all levels of the organization as well as patients and family members. (IN, I, S, T)