Gonzales Healthcare Systems - Job Description

Job Title: Therapy Services Records Tech	Department: Therapy Services
Employee Reports To: Director of Therapy Services	Employee Supervises: N/A
Exempt/Non-exempt Status: Non-Exempt	Employment Status: Full-Time
Employee Signature: Date:	Approval: Date:

Position Summary

Organizes and maintains patient records, audits records for required elements, sends and receives clinical documents to/from physicians, places requests for additional documentation as needed, ensures required documents are present and signed, scans documents into current records system, Maintains organized filing system. Works closely with the HIM and Billing departments to process claims as needed. Also performs various clerical duties and assists other department personnel as necessary. Performs other non-patient care tasks as requested by the Department Director or the Lead Therapist. The ability to comprehend and follow routine written or verbal instructions or directions is required. Maintain a professional demeanor while speaking with physician's office personnel and patients over the phone or in person.

OSHA Bloodborne Pathogens III.

Position Qualification

Education & Licensure	**High school diploma or general education degree (GED) preferred.** **Medical/Dental front office / customer service experience preferred.**
Experience	• **Bilingual (English/Spanish Preferred)** • **One year of bookkeeping, general computer experience preferred** • **Medical office experience preferred.** • **Must be knowledgeable in general office computer programs (e.g., Excel, Word).** • **Must have the ability to work cooperatively with other employees and the general public in a fast-paced customer-oriented environment.**
Physical Requirements	**Prolonged periods of sitting, intermittent standing and walking. Occasional bending, stooping, and reaching. Average lifting of 25# from the floor to waist, 30# from 30" high surface to surface, 10# overhead.**

Technology Requirements

GHS Information Systems	**SOFTWARE:** **Cerner** **Office 365** **Chrome** **Paragon** **Adobe Acrobat** **WEBSITES:** **Brightly** **HealthStream** **UKG**

Access Control

Physical Access	**AC-EVERYONE** **AC-SIEVERS CLINIC** **AC-SHINER CLINIC** **AC-THRIVE**

Section 1. Core Behaviors – All Staff	
	Organizational Commitment
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others
5	Adheres to Attendance & Punctuality Policy
B	**Customer Orientation**
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
C	**Performance Focus & Self-Management**
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
D	**Team Orientation**
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
E.	**Interpersonal Communications**
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities

Section 2. Department Specific Duties and Responsibilities	
A.	**Essential Duties & Responsibilities**
1	Works effectively at the Therapy Services and/or other Therapy Locations as needed
2	Able to read and write effectively and legibly to interpret and write correspondences/ memos as needed and demonstrates functional math skills
3	Greets all patients and visitors in a courteous manner and provides general assistance, direction, and information as needed
4	Ensures all charts are filed in the current approved configuration in the departmental filing system
5	Ensures that all required chart items are monitored weekly
6	Communicates effectively with clinicians and registration staff regarding needed items to complete the patient record
7	Answers phones as needed in a courteous fashion.
8	Able to speak effectively with other facility personnel to acquire needed signatures and other needed documentation
9	Ensures that all physician orders contain the patient's name, date of the order, the diagnoses, and the physician signature or electronic equivalent.
10	Ensures that each patient record contains all items required as CMS conditions of participation
11	Correctly enters/scans patient information into required programs as needed.

12	Registers new patients as needed, performs initial screen for Medicare/Medicaid/Insurance and copies the appropriate documents
13	Assist patient in the completion of GHS pre-registration paperwork in a timely manner.
14	Verifies that the proper consent forms and notifications have been discussed with the patient or the patient's representative and are signed as appropriate.
15	Receives / copies I.D. from the patient during registration and enters it into the patient's chart.
16	Demonstrates a professional demeanor when in customer services areas
17	Recognizes and remains calm and professional during difficult patient encounters or other intense clinical situations.
18	Uses discretion when discussing patient accounting issues.
19	Ability to effectively present information in one-on-one and small group situations to customers, patients, and GHS employees.
20	Uses general office equipment and computer programs effectively. (e.g., Excel, Word)
21	Exhibits effective organizational skills
22	Responds effectively to common inquires or complaints from patients or vendors
23	Follows instructions as provided by supervisor with minimal repetition needed.
24	Other duties as assigned by supervisor.
B	**Infection Control Duties and Responsibilities**
1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
C	**Safety Duties and Responsibilities**
1	Follows Safety guidelines and polices for Gonzales Healthcare Systems.