Job Description

Job Title: Release of Information Specialist

Job Code: 9247

Reports to: Corporate Coding and Regulatory Manager

Summary
Under the direction of the Corporate Coding and Regulatory Manager, the Release of Information Specialist must at all times safeguard and protect the patient’s rights to privacy by ensuring that only authorized individuals have access to the patient’s medical information and that all release of information are in compliance with the request, authorization, company policy and HIPAA statues. 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 patients 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 Medical Center. Work with team leader, supervisor, manager, and other members of the department to promote a harmonious work environment.

Age of Patient
The individual in the job provides direct patient care for what age of patient?

- Neonate-Toddler (0-3)
- Pediatric (4-12)
- Adolescent (13-20)
- Adult (21-64)
- Geriatric (65+)
- NA

Job Duties and Responsibilities

1. Interacts with requestors to identify medical records needed for patient care, review, billing or release of information.

2. Prioritize release of information requests, retrieves medical records from active and inactive 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 patient health information whether received via mail, fax, phone or in-person.
   a. Verifies the patient identity and confirms that the authorization is valid
b. Ensures the requesting party has a legal right to request a patient’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 patient record and/or other computer systems for patient 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 patient safety, and cultural diversity through department operations and by personal performance.

9. Provides service in a manner that is appropriate for the patient’s age; demonstrates knowledge and skills necessary to meet the patient’s physical, psychosocial, educational, and safety needs.

10. Presents a courteous and helpful demeanor, appropriate for age, to all patients, visitors, other Truman employees/medical staff members, or any other person an employee encounters while representing Truman Medical Center.

11. 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 Department Manager and Corporate Compliance Officer.

**Knowledge, Skills, and Abilities**

**Minimum Requirements**
1. High School Diploma or GED required.
2. Ability to work in sometimes stressful environment.
3. Ability to perform team-oriented job tasks with a conscientious awareness of detail and accuracy.
4. Strong customer service skills.
5. Successful completion of alpha and numeric screening tests.
6. Excellent communication skills (oral and written).
7. College level Medical Terminology course completed.
8. Ability to know, understand and apply federal and state regulations.
9. Problem solving and critical thinking skills.
10. Must be able to speak, read and write English. Second language abilities a plus.
11. Data entry skills necessary: Type a minimum of 35 words per minute, Competent use of email, fax machines, scanners and copiers, Word and Excel application skills required.

**Preferred**
Previous experience in a medical office or medical records department.
Primary Contacts
Patients, patient family members, HIM department staff and Hospital staff.

Working Conditions (Check one or all depending on the working conditions of the position.)

_X_ Normal hospital working environment. Requires good verbal and written communication skills. Must be able to speak and read the English language.

__ Ability to move freely (standing, stooping, walking, bending, pushing, and pulling) and lift up to a maximum of fifty (50) pounds without assistance.

__ Work is primarily facility based in an outpatient behavioral health setting and/or correctional facility.

__ Some work may occur in a community setting and may include contacts in a high crime area and in extremes of temperature.

Blood Borne Pathogen Exposure (Check one)

__ Category I: Job classification includes ALL employees who have occupational exposure* to blood borne pathogens* (blood or body fluids) while performing their job duties.

__ Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.

_X_ Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.

The above statements are intended to describe the general nature and level of work being performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of employees assigned to this job.

Reviewed by: ____________________________ Date: ______________
Department Manager

Reviewed by: ____________________________

Please Print Employee Name

______________________________ Date: ______________
Employee Signature

Date February 2014