

JOB TITLE: Release of Information Clerk	DEPARTMENT: Health Information Management	POSITION OF SUPERVISOR: Health Information Management Manager
FLSA STATUS: Non-exempt	ANTICIPATED HOURS PER WEEK: 40 hours	EFFECTIVE DATE:

**Position Summary:** Answer the telephone for the department and greet customers to the department. Attend to customer needs for release of information. Process daily release of information requests. Perform other related clerical duties as assigned.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	High school diploma and equivalent work experience preferred
<b>Experience:</b>	Must have experience in an office setting Must have knowledge of basic computer applications Prefer experience in a health care setting
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	Lifting a minimum of 50 pounds may be required; adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone; work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time; position requires standing, bending, walking and long periods of sitting. Ability to initiate CPR 100% of the time. Must have fine motor skills 100% of the time. Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. Good mental health. Demonstrate tact, versatility, and dependability. High degree of self-motivation and directional initiative. Ability to function independently. Ability to cope and remain calm in escalating situations; Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Comply with all PSMC and department procedures, rules and directives.
4. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
5. Deal with others in a manner that is courteous, respectful, honest, and solution-oriented.
6. Communicate accurately, clearly, and effectively both orally and in writing.
7. Possess excellent organizational skills and the ability to multi-task.
8. Work independently and perform the job with minimum supervision.
9. Check email at least once daily when on shift.
10. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
11. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
12. Respect the importance of compliance and quality programs and support the same.
13. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
14. Participate in employee training, Disaster Preparedness and emergency events.
15. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

1. Answer the telephone and greet customers to the department.
2. Oversee urgent and non-urgent requests for information.
3. Fax, mail or email medical record requests to physician offices, medical facilities, patients, etc.
4. Verify all medical records contain only that person's information prior to release.
5. Maintain patient confidentiality at all times, with patients, physicians, visitors and co-workers.
6. Continually strive to establish and maintain a good rapport and working relationships to foster positive intra- and inter-departmental communications.
7. Employ tact and courtesy at all times with patients, physicians, visitors and co-workers. Continually strive to establish and maintain good rapport and communications
8. Know and practice the prescribed vision, mission, core values and standards of Pagosa Springs Medical Center.
9. Adhere to the hospital dress code.
10. Report to work when scheduled, not absent without prior notification.
11. Complete assigned work, does not leave unfinished tasks for others to complete.
12. Prioritize tasks so that the most important tasks are completed first.
13. Interact with other department and staff members in a manner which promotes optimum service to the patients and/or the public.
14. Foster good will among the staff members and community.
15. Demonstrate willingness to perform tasks of a reasonable nature as directed by the supervisor.
16. Uphold Pagosa Springs Medical Center confidentiality policy, and upholds HIPPA Privacy Law.

- 17. Support supervision and adhere to hospital policies in a positive and constructive manner.
- 18. Maintain competency through education, training, and in-service activities
- 19. Perform all the standard job requirements.
- 20. Meet the qualifications as set forth herein.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Director</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)