



GROVE MANOR CORPORATION

Nursing | Personal Care | Independent Living
Grove Manor | The Caring Place | Woodcrest

JOB DESCRIPTION

Medical Records Coordinator

Position Summary

Responsible for compiling, processing, and managing the information generated in the facilities.

This hourly, non-exempt position reports directly to the Director of Nursing and is a member of the Nursing Department.

General Purpose

To process and maintain data and patient records in the facilities.

Role Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary to perform the position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Position Responsibilities

- Keeps an updated list for each doctor for required visits. Emails and calls if needed to attempt to keep visits on track per policy.
- Obtains prior authorizations for medications and requested procedures.
- Gathers information from paper chart and electronic charting per request from law offices, insurance companies, and families. Makes copies of requested information.
- Starts admit sheet with every new admit and finishes only when that form is complete to be sure all required information is in the chart.
- Thins charts on a scheduled time frame if able.
- Files thinned information from charts in medical records department.
- Closes charts with discharge. Must be sure all information is in the chart per discharge sheet.
- Does all clinical end of 360 care. Assists with obtaining residents for visit. Monitors via email and phone with 360 staff as needed for proper care of residents.
- Maintains a clean and proper file system.
- Prints resident incident and accident reports when completed.
- Files all incoming consultations and information from doctors and/or specialists as they arrive.
- Pulls charts from medical records for all other departments per request. Makes copies as needed and per policy.
- Keeps 672 information updated and accurate.

SUPERVISORY RESPONSIBILITIES

N/A

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Essential Knowledge, Skills and Ability

EDUCATION and/or EXPERIENCE

- **Education:** High school diploma or GED is required.
- **Experience:** 1 Year working with Medical Records in a healthcare facility preferred. Knowledge of Nursing Terms helpful.

KNOWLEDGE

- **Customer and Personal Service:** Knowledge of principles and processes for providing excellent customer and personal services.
- **English Language:** Must have the ability to read, write, and follow oral and written directions at a level necessary to accomplish the job.
- **Administration and Management:** Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Safety and Security:** knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of staff and residents, data, and the Facility as a whole.

SKILLS/ABILITIES

- **Active Listening:** Ability to give full attention to what others are saying. Ability to hear and respond to residents.
- **Communication:** Ability to communicate effectively across the organization in English. Includes the ability to read, comprehend, and interpret documents such as safety rules and procedure manuals. Ability to speak effectively and be understood by others.
- **Organizing, Planning & Prioritizing Work:** Ability to develop plans in order to organize, set priorities, and accomplish daily duties.
- **Judgment and Decision Making:** Is able to make good decisions and use judgment to get the job accomplished.
- **Service Orientation:** Actively looking for new ways to help others.
- **Teamwork:** Ability to work well with supervisors, peers, and subordinates to achieve goals. Readily gives and receives help and values the contribution of teammates.
- **Attention to Detail:** Being careful, accurate and thorough in completing work-related tasks.
- **Emotional Stability:** Ability to cope with the stresses of the environment.
- **Dependability:** Reliable, responsible, and dependable, while fulfilling obligations. Must be capable of maintaining regular attendance.
- **Integrity:** Ability to be an honest and ethical employee while exercising both patience and tact and complying with the Facility's policies and procedures.
- **Technical:** Ability to understand equipment function and operation of equipment used in the performance of duties. Some ability to use basic computer technology with training as required to complete job duties.

Core Values and Ethos of the Grove Manor Corporation

A. Honoring the Lord

Because Jesus is not only God, but God for us, who humbled himself to act on our behalf, who conquered death and is actively working toward the reconciliation of all creation, He is not only worthy of our honor, thanks and praise, but also of our ongoing participation in his ministry of reconciliation with all that we are and do and say.

- As Jesus himself summarized, the greatest commandment is to Love the Lord your God with all your heart, and with all your soul, and with all your mind, and with all your strength. (Matthew 22)

B. Serving Others

Because we are sharing in Christ's ministry, it is His attitude and actions that are impactful and transformative and are conveyed to others through our own. His ministry is invariably personal and inherently relational, making even the most menial task a vehicle of his love. As we humbly attend the needs of others, his love is conveyed by our service.

- As Scripture says, even the Savior himself came "not to be served, but to serve." And Jesus, after washing his disciples' feet, told them, "Now that I, your Lord and Teacher, have washed your feet, you also should wash one another's feet. I have set you an example that you should do as I have done for you. Very truly I tell you, no servant is greater than his master, nor is a messenger greater than the one who sent him." (John 13)

C. Vocation

Because we believe that the caring profession is a vocation, that we are called by the Lord to participate in his ministry of loving others, we offer our labors from the heart, perceiving them as a sacred trust and pursuing them according to the excellence this call demands.

- "As a prisoner for the Lord, then, I urge you to live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love." (Eph 4)

D. Compassion

Because we believe that Jesus laid down his own life for each human being, that we ourselves are dependent upon his grace, and that he continues to be at work through the circumstances of life to draw all men and women unto himself, each person we encounter is to be treated with the compassion, kindness and generosity characteristic of Jesus himself.

- As Scripture says, "and he saw him, and he was moved with compassion." (Luke 10)

E. Collaboration

Because we are part of a team, a family, every task we perform is significant as part of a larger whole, with none being independent unto itself, so that

- As Scripture says, we are members of one God, with Christ as our head, with each member designed to perform a different role, each complementing the other and together for "two are better than one, because they have a good reward for their labor. For if they fall, one will lift his companion. But woe to him who is alone when he falls, for he has no one to help him up. Again, if two lie down together, they will keep warm; but how can one be warm alone? Though one may be overpowered by another, two can withstand him. And a threefold cord is not quickly broken. (Ecclesiastes 4:9–12)

Position Hours and Travel

This position is a full-time or part-time job located in a designated home with travel as required for training purposes. Hours in addition to regular work scheduled may be necessary, with little or no notice, if deemed necessary.

Compliance Program

The Grove Manor Corporation is committed to compliance with program requirements and ensuring that employees understand the value the Facility places on its compliance program. All relevant personnel will participate in compliance education and training programs of the Facility. Employees will be required to have a minimum number of educational hours per year, as appropriate, as part of their employment responsibilities. Participation in training programs is a condition of continued employment. These training requirements will be a factor in each employee's annual evaluation.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is required to walk, reach, climb, bend, stoop, lift, grasp, balance, push, and pull residents. The employee must be able to lift, push, and/or move up to 75 pounds, with or without assistance. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, employees must have the ability to hear and respond, distinguish smells, tastes, and temperatures.
- *Work Environment:* While performing the duties of this job, the employee may be exposed to hazardous chemicals, infectious waste, blood and body fluid, diseases, and conditions prevalent at the time. Employees may also be subject to emotionally distraught residents, family members, visitors, and personnel. The noise level in the work environment is typically minimal to moderate.
- *PPE:* Personal protective equipment will be provided, used, and maintained when it has been determined that its use is required to ensure the safety and health of our employees and that such use will lessen the likelihood of occupational injury and/or illness.

Affected employees whose jobs require the use of PPE will be informed of the PPE selection and will be provided PPE by Grove Manor Corporation at no charge. Careful consideration will be given to the comfort and proper fit of PPE in order to ensure that the right size is selected and that it will be used.

Personal protective equipment must not be shared between employees until it has been properly cleaned and sanitized. PPE will be distributed for individual use whenever possible.

Any worker required to wear PPE will receive training in the proper use and care of PPE before being allowed to perform work requiring the use of PPE. Periodic retraining will be offered to PPE users as needed.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA), signed into federal law in 1996, set national standards regarding security and privacy of a person's health information.

Our Facility is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or, on the behalf of, our employees. Our Facility adheres to the highest standards in integrity in the performance of its business and is prepared to maintain compliance with HIPAA and other regulatory requirements by adopting and adjusting policies and processes as necessary.

Employees will hold confidential any proprietary information including all resident records, medical documentation and third party insurance information. All resident medical records shall be treated as confidential so as to comply with all applicable laws regarding the confidentiality of resident records, including, without limitation, the privacy and security standards promulgated under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Employees do not divulge, disclose or communicate to any person or entity (other than as required by law), information affecting or relating to residents or employees.

GENERAL SIGN OFF

The employee is expected to adhere to all Facility policies and procedures.

Grove Manor considers applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of non-job related disability, or any other legally protected status.

I understand this job description and its requirements. I understand that I am expected to complete all duties as assigned and aware that my job functions may be altered from time-to-time.

I have noted below any accommodations that are required to enable me to perform these duties, including any job responsibilities or functions that I am unable to perform, with or without accommodation.

Employee's signature

Date

Facility Representative's signature

Date