

## **POSITION DESCRIPTION**

**Classification Title:** Administrative Technician

**Position Title:** Health Information Technician

### **General Statement of Responsibilities:**

This position (FLSA Non-Exempt) is responsible for assisting in the maintenance of a comprehensive health information system for individuals receiving behavioral health services provided by the Eastern Shore Community Services Board (ESCSB).

General responsibilities include reviewing the electronic health record (E H R) for compliance; scanning documents in the E H R; completing electronic information disclosures; responding to requests for PHI; purging and destroying health information records; documenting PHI destruction and disclosures and providing the overall administrative oversight of client protected information.

The incumbent reports to and receives supervision from the Health Information Management and Administrative Coordinator. In carrying out position responsibilities the incumbent performs in accordance with established ESCSB policies and procedures, Department of Behavioral Health and Developmental Disability Services, Department of Medical Assistance, the Office of Licensing and the Office of Human Rights and other state and federal quality standards for the security, privacy and oversight of client protected health information. The incumbent demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

### **MAJOR DUTIES:**

- Conduct administrative reviews of the electronic health record (E H R) for accuracy and compliance to include but not limited to examining it for completion and updates of quarterly reviews, assessments, progress notes, service plans, client rights, disclosure forms and annual documentation;
- Review, print and disseminate various E H R quality improvement reports, as applicable;
- Scan/e-file client protected health information (PHI) into the Electronic health record and file hard copies of PHI in the paper health information record;
- Prepare and complete, within the E H R, disclosure of information documents for clients' e-signature;
- Review requests for disclosure of PHI and respond to requests for disclosure of PHI in accordance with state, HIPAA and other federal regulations and document responses to disclosure requests in the E H R;

- Identify and destroy/purge health information records as directed and in accordance with state and federal regulatory requirements and document their destruction both in the card file and the E H R;
- Maintain the hard copy of the health information index and storage retrieval systems as back-up to the electronic health information index and storage retrieval reports;
- Maintain current copies of all health information forms not in an electronic format and assist with retrieval and destruction of these forms once conversion to an electronic format has occurred;
- Secure and forward hard copies of PHI to appropriate staff upon request and document, as applicable;
- Assist with moving records to and retrieving records from storage;
- Print and maintain a supply of labels and apply labels to internal and external documents;
- Provide back-up front desk coverage as temporary call center agent answering phones, scheduling appointments, collecting payments on client accounts, printing excused absence letters, updating client demographic information, adding alerts/warnings as need, and assigning transportation and translators as requested;
- Attend and complete position related trainings; and
- Perform other job related duties as assigned by the Health Information Management and Administrative Coordinator and/or the Executive Director.

### **QUALIFICATIONS:**

The incumbent should have position-related experience assisting with the review and disclosure of electronic health information records and possess the following knowledge, skills and abilities:

**Knowledge of:** Basic MH/SA/ID disabilities; electronic health records; state, HIPAA and federal confidentiality regulations; quality improvement standards; contents of a health information record; Medicaid, Human Rights and Licensing regulations relative to health information records management.

**Skills (s) in:** Using an electronic health record system; reviewing electronic health records for missing/required information; scanning PHI into an electronic health record; critiquing and responding to requests for PHI; documenting responses to requests for information; and maintaining effective telephone and written communications.

**Ability (ies) to:** Understand an electronic health record system; accurately

and in a timely manner complete position related documentation; destroy/purge, scan and disclose PHI in accordance with agency policies and procedures and regulatory standards; effectively communicate with all types/levels of people, resolve position related problems, demonstrate initiative, maintain applicable confidentiality of information, exercise sound judgment, and maintain effective working relationships.

**HIPAA Access Level:** 2=access to all client information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**CLINICAL DIRECTOR OF MH SERVICES AND QUALITY IMPROVEMENT**

**HEALTH INFORMATION MANAGEMENT AND ADMINISTRATIVE COORDINATOR**

**HEALTH INFORMATION TECHNICIAN**

**SALARY &/OR HOURLY RATE RANGE:** Classification Level IV

**EFFECTIVE DATE:** July 1, 1996

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

\_\_\_\_\_  
Health Information Technician

\_\_\_\_\_  
Date

\_\_\_\_\_  
Health Information Management & Administrative Coordinator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date