

EMPLOYEE:

CLAIM #

Job Analysis Form

ALTERNATE FORMAT AVAILABLE



JOB TITLE Medical Records Patient Service Representative

JOB CLASSIFICATION Administrative Specialist II

DOT TITLE Administrative Assistant **DOT NUMBER** 169.167-010

DEPARTMENT Public Health, Seattle-King County

DIVISION Community Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 2

CONTACT'S NAME & TITLE Wendy Beaver, PHASS

CONTACT'S PHONE 206-296-9862

ADDRESS OF WORKSITE

33431 13th Pl S.
Federal Way, WA 98003

VRC NAME Kyle Pletz

DATE COMPLETED 4/21/08

DATE REVISED 6/26/09

WORK HOURS

40 hours per week, Monday through Friday, 8:30am-5:30pm. Two fifteen minute breaks and a one-hour lunch break per day.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Optional and Rare (up to 1-2 times per quarter).

JOB DESCRIPTION

The Medical Records Patient Service Representative partners with nurses, physicians, nutritionists, health services assistants, social workers and other clinic staff to provide customer service to clients and administrative support in the Family Planning/STD's, Immunizations and Family Support Services.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Must possess alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 3000 keystrokes per hour (applicants will be tested in these skills). Must be skilled at using word processing and spreadsheet software to complete assigned clerical tasks (applicants will be tested in these skills). Must be skilled at operating automated clinical practice management systems including, but not limited to, patient look up, patient scheduling and charge entry functions. Must be skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Demonstrated knowledge of good customer service etiquette and concepts is required. Must be skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.). Must be skilled at handling difficult interpersonal interactions with discretion and diplomacy as well as maintaining confidentiality. Must be skilled in the use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers. Must have the ability to gain functional knowledge of medical terminology. Must be skilled at working as part of a team and independently. Must have the ability to move up to 25 pounds from one location to another and the ability to repeatedly sit and stand throughout the day. Must be skilled in prioritizing and completing multiple tasks simultaneously as well as problem solving. Must be skilled at working with a diverse population. Must be able to learn, interpret, and apply complex policies and procedures. Must be skilled at adapting to changes in workload demands. Must possess organizational skills and must be skilled in providing training. The employee must be able to pass a thorough background investigation. Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law. Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.

ESSENTIAL FUNCTIONS

Pulls and files back charts for daily appointments.

Files lab reports, correspondence, copies charts for release of records.

Responds to chart requests at the site and from other health department sites, researches missing charts.

Participates in the quarterly purge of records.

OTHER DUTIES: This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed. Incumbents may be required to train other staff on the duties performed by this position. The other clerical positions are as follows:

CUSTOMER SERVICE: Patient Service Representatives greet, screen, and triage a high volume of clients in person and on the telephone. They respond to inquiries from clients and providers regarding public health services. They provide clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person. May deal with sensitive and /or potentially volatile situations. Patient Service Representatives monitor client flow in the patient waiting area.

CLIENT SCHEDULING AND REGISTRATION: Patient Service Representatives schedule a high volume of client appointments each month and determine the type of appointment and provider needed. They monitor and adjust client and provider schedules. Patient Service Representatives determine client financial status and insurance coverage.

CLIENT ORIENTATION: Patient Service Representatives inform patients of their rights and responsibilities, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs). Incumbent understands and is able to explain complex insurance coverage and billing/payment policies and procedures to clients. Incumbent is responsible for alerting providers to issues that may be of concern, such as suspected abuse or neglect.

TECHNICAL/CLERICAL SUPPORT: Patient Service Representatives utilize Windows-based and other software to register clients, determine medical coverage and eligibility, schedule appointments and generate client encounter and billing reports. Data entered will include complex text and numbers. Patient Service Representatives must resolve billing errors and denials, track outstanding patient balances. Assess and collect fees. Conduct end-of-day close-out on the cash register, including balancing the cash.

PROGRAM COORDINATION: Specialized terminology and codes are used to accurately enter data and for caseload reports and billing. Incumbents create, update, and maintain charts/records. Patient Service Representatives identify and correct errors to ensure data accuracy and generate daily and monthly participant statistics. Participate in team meetings and help implement clinic flow adjustments, program changes and new procedures.

NON-ESSENTIAL FUNCTIONS

Driving.

PERSONAL PROTECTIVE EQUIPMENT USED

Antibacterial hand wash.

OTHER TOOLS & EQUIPMENT USED

Equipment used may include a computer, scanner, multi-line telephone, printer, copy machine, fax machine, typewriter, label printer, calculator, stapler, and hole punch. The incumbent utilizes the SKRTS (Seattle King County Referral and Tracking System) database, TREC2, Infolinx and web portal as well as Signature, Veripoint, Adaptis, Child Profile, SKIIS (Seattle King County Immunization Information System) and Microsoft Office programs.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Light—exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly. A job is light if involves less than or up to the indicated pounds of force and one or more of the following apply; walking and standing to a significant degree, sitting and pushing/pulling of arm or leg controls, or constant pushing and pulling to maintain a production rate even when weight is negligible.

Standing

Health Care Provider initials if restricted _____

Frequently to Continuously on flat, carpeted surfaces for up to 45 minutes at a time for up to 6 hours total in a work shift. Most commonly occurs while using the copy machine or fax machine as well as when filing or speaking with patients and providers.

Walking

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for distances of up to 250 feet at a time for up to 5 minutes at a time for up to 3 hours in a work shift. Most commonly occurs while walking within the clinic between the workstation, conference rooms, copy room, stock room and front desk. The employee also walks when filing and retrieving charts. On busy days the employee may walk up to 5 miles (data obtained via pedometer).

Sitting

Health Care Provider initials if restricted _____

Occasionally to Frequently on an office chair for up to 1 hour at a time for up to 2-3 hours total in a work shift. Most commonly occurs performing computer work, sorting mail, looking up chart numbers and answering the telephone as well as conversing with clients, coworkers and providers.

Bending neck up

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 1 hour total in a work shift. Most commonly occurs while looking for items on upper shelves and filing charts (1/3 of the shelves with files require bending the neck up to view or reach).

Bending neck down

Health Care Provider initials if restricted _____

Occasionally to Frequently for up to 2 minutes at a time for up to 2.5-3.5 hours total in a work shift. Most commonly occurs while reviewing documents and files as well as scanning charts.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins, picking up charts on the floor and searching through low file drawers. 1/3 of the shelves with files may require bending/stooping. Bending/stooping may be reduced by alternating with squatting or kneeling as well as performing tasks while seated in an office chair.

Kneeling

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins, picking up charts off the floor and searching through low file drawers. 1/3 of the shelves with files may require kneeling. Kneeling can be reduced by alternating with bending/stooping or squatting as well as performing tasks while seated in an office chair.

Squatting

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins, picking up charts on the floor and searching through low file drawers. 1/3 of the shelves with files may require squatting. Squatting can be reduced by alternating with bending/stooping or kneeling as well as performing tasks while seated in an office chair.

Operating Controls with Feet

Health Care Provider initials if restricted _____

Rare for up to 1 hour at a time for up to 2 hours total in a work shift while driving a County vehicle to trainings or meetings or to deliver charts to another site. Driving is a non-essential function and does not occur on a regular basis.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 1 hour total in a work shift. Most commonly occurs while looking for items on upper shelves and filing charts (1/3 of the shelves with files require reaching above shoulder height). Reaching for charts requires lifting 1-10 pounds at or above shoulder height.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Frequently for up to 30 minutes at a time for up to 5 hours total in a work shift while keyboarding, operating the computer mouse, scanning charts, writing, operating copier and other office machines. Also occurs while placing and removing office supplies and files out of drawers and cabinets.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins, picking up charts off the floor and searching through low file drawers. 1/3 of the shelves with files are at this level.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 2 minutes at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins, picking up charts off the floor and searching through low file drawers. 1/3 of shelves with files are at this level.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs with weights of 1-5 pounds while holding multiple charts when filing and collecting charts. Lifting charts commonly requires over the lip of a bin at or over shoulder height. Lifting also occurs when manipulating paper for the photocopy machine and various office supplies.

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for distances of up to 60 feet for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs with weights of 1-5 pounds while transporting office supplies, paper, and charts. The employee commonly collects and distributes stacks of charts throughout the facility. A cart can be used to reduce carrying.

Lifting 11-20 pounds

Health Care Provider initials if restricted _____

Occasionally for 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs with weights of 12-20 pounds while manipulating a box or bundle of charts. The employee may need to lift bundles above shoulder height; lifting can commonly be broken down to 10 pound bundles or less.

Carrying 11-20 pounds

Health Care Provider initials if restricted _____

Rare for up to 2 minutes at a time for distances of up to 60 feet for up to 15 minutes in a shift. Most commonly occurs with weights of 12-20 pounds while transporting a box or bundle of charts. The employee can reduce carrying by using a cart and can also break loads down in to smaller amounts as needed (approximately 10 pounds or less).

Lifting 21-50 pounds

Health Care Provider initials if restricted _____

Rare for up to 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 25 pounds while manipulating boxes of charts when performing purge and audit duties once per quarter.

Carrying 21-50 pounds

Health Care Provider initials if restricted _____

Rare for up to 1 minute at a time for distances of up to 60 feet for up to 5 minutes in a shift. Most commonly occurs with weights of up to 25 pounds while transporting boxes of charts when performing purge and audit duties once per quarter. The employee may be able to reduce amount of carrying by using a cart.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 2 hours total in a work shift with a pushing/pulling force of 2-10 pounds. Most commonly occurs while opening and closing office doors and drawers as well as using a cart to transport files. The employee also pushes and pulls when manipulating charts and numbered chart boxes.

Handling

Health Care Provider initials if restricted _____

Frequently and highly repetitive for up to 3 minutes at a time for up to 4 hours total in a work shift while manipulating files, charts, cart and scanner as well as using the telephone.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Frequently for up to 2 minutes at a time for up to 3 hours total in a work shift while using a scanner and mouse when performing computer duties. On a rare occasion the employee may drive up to 1 hour at a time for up to 2 hours total in a work shift to a training session or meeting. Driving is a non-essential function.

Fingering

Health Care Provider initials if restricted _____

Frequently and highly repetitive for up to 15 minutes at a time for up to 3-4 hours total in a work shift while performing data entry/retrieval, writing, using a computer keyboard, dialing the telephone, manipulating files/charts and documents and operating a scanner.

Talking

Health Care Provider initials if restricted _____

Frequently for up to 2-5 minutes at a time for up to 3 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service in person or via telephone.

Hearing

Health Care Provider initials if restricted _____

Occasionally for up to 10 minutes at a time for up to 2 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service and answering the phones.

Seeing

Health Care Provider initials if restricted _____

Continuously for up to 2 hours at a time for up to 9 hours total in a work shift while reading documents, filing and looking at computer screen while typing. Color vision can be beneficial but not required.

ENVIRONMENTAL FACTORS

Work is performed in a health clinic setting in close proximity to other workers. Copy machine, telephone ringers, and screaming or crying children are the loudest noises in the office. The employee is potentially exposed to persons with infectious or communicable diseases or sicknesses. The worker interacts the general public on a rare basis. Worker can be exposed to bodily fluids and biohazards on an occasional basis when in the clinic area. The filing duties are performed in a limited space environment.

The noise level is

Approximately 50 decibels. The noise is caused by office sounds.

HCP Initials if Restricted

Work environment may include the following exposure(s):

- Fumes: Rare
- Odors: Occasionally
- Dusts: Rare

HCP Initials if Restricted

POTENTIAL MODIFICATIONS TO JOB

Adjustable ergonomic chair with seat pan tilt for increased comfort while sitting for an extended duration.

Wheeled cart to reduce carrying.

Sit on a stool when filing as well as stocking low shelves and cabinets during extended time periods to avoid crouching/kneeling.

Lifting can be reduced by breaking up bundles.

Can alternate tasks to reduce repetitive motions.

Bar code sheet has been placed in two locations (wall and table top) to reduce reaching.

SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of employee

Signature of employee

Date

HEALTH CARE PROVIDER SECTION
Check all that apply

- The employee is released to perform the described duties without restrictions on performance or work hours as of _____.
- The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is:

Temporary until _____ Permanent as of _____

- The employee is released to perform the described job with the following modifications:

Temporary until _____ Permanent as of _____

- The employee is not released to perform the described duties due to the following job functions:

Temporary until _____ Permanent effective _____

- The employee is unable to work in any capacity.
A release to work is: anticipated by _____ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date