



**Disability Services
Safety and Claims Management**
Department of Executive Services
Human Resources Management Division
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JOB ANALYSIS

Job Title:	Medical Records Clerk	DOT Title:	Administrative Assistant
SVP:	7	DOT #:	169.167-010
Location of Analysis:	2124 4th Avenue Seattle, WA 98121	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Carol Gordon
Presenting VRC:		Employer Contact:	Gail Carmony
Date Analysis Completed:	5/23/13	Supervisor Contact Information	Phone: 206-296-4755 E-mail: gail.carmony@kingcounty.gov

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

Essential Functions according to the employer:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

This analysis reflects the physical demands of Medical Records Clerks employed at various King County Public Health Clinics including: Downtown, Columbia, North, Eastgate, Greenbridge, White Center, Northshore, Renton, and Federal Way.

The Medical Records Clerk 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 Health, Family Planning/STD's, Immunizations, . Refugee screening, Family Support Services, Oral Health and Obstetrics programs.

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 healthcare providers, researches missing charts.

Participates in the quarterly purge of records.

OTHER DUTIES: Incumbents may be required to train other staff on the duties performed by this position. The other clerical positions are as follows:

CUSTOMER SERVICE: Clerks may 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 and in person. May deal with sensitive and /or potentially volatile situations.



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CLIENT ORIENTATION: Clerks inform patients of their rights and responsibilities and assist with consent forms, search for client health record activity and other health record related data. Incumbent is responsible for alerting providers to issues that may be of concern, such as suspected abuse or neglect.

TECHNICAL/CLERICAL SUPPORT: Clerks utilize Windows-based and other software to enter and view data. Data entered will include complex text and numbers. Clerks 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: Incumbents create, update, and maintain charts/records. Clerks identify and correct errors to ensure data accuracy. Participate in team meetings and help implement clinic flow adjustments, program changes and new procedures, as it relates to the health record.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

MINIMUM QUALIFICATIONS:

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.)
using word processing and spreadsheet software to complete assigned clerical tasks. (Applicants will be tested in these skills.)

Demonstrated knowledge of good customer service etiquette and concepts is required.

Must be skilled at

- operating automated clinical practice management systems including, but not limited to, patient look up and patient data entry functions, providing excellent customer service with discretion, patience and professionalism in person and over the phone.
- 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.).
- handling difficult interpersonal interactions with discretion and diplomacy as well as maintaining confidentiality.
- in the use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers.
- at working as part of a team and independently
- in prioritizing and completing multiple tasks simultaneously as well as problems solving.
- at working with a diverse population
- at adapting to changes in workload demands
- in providing training
- Must possess organizational skills

Must have the ability to
gain functional knowledge of medical terminology.
to learn, interpret, and apply complex policies and procedures.



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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.

NECESSARY SPECIAL QUALIFICATIONS:

Lift, carry, push and pull up to 25 pounds.

Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Equipment used may include a computer, scanner, anti-bacterial hand wash, multi-line telephone, printer, copy machine, fax machine, label printer, calculator, stapler, and hole punch. The incumbent utilizes Signature, Child Profile, SKIIS (Seattle King County Immunization Information System), Microsoft Office, INFOLINX and TREC2 programs.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern	
N = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time	
S = Seldom (1-10 %, up to 48 min)	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Part-time	
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8	Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5	Days Per Week

This is classified as a LIGHT job by the US Department of Labor.



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PHYSICAL DEMANDS		FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C		
Sitting				X	X		On an office chair for up to 1 hr./time for up to 2-3 hrs. total while performing computer work, sorting mail, looking up chart numbers and answering the telephone as well as conversing with clients, coworkers and providers. The employee can alternate sitting and standing.	
Standing				X			On flat, carpeted surfaces for up to 30min/time for up to 1 hr. total while using the copy machine or fax machine as well as when filing, pulling files or speaking with patients and providers. The employee can alternate sitting and standing when filling and pulling files.	
Walking					X		On flat carpeted or linoleum surfaces for distances of up to 500' for up to 5 min/time for up to 5hrs. total 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).	

Lifting floor – waist	N	S	O	F	C	lbs.	Up to 1min./time for up to 1 hr. with weights of 5 lbs. while holding multiple charts when filing and collecting charts. Lifting also occurs when manipulating paper for the photocopy machine and various office supplies. Up to 10 sec/time for up to 30 sec total with weights of 12-25 lbs. while manipulating a box or bundle of charts for file purge which is performed 2x per year.
		25	5				
Lifting waist–shoulder	N	S	O	F	C	lbs.	Up to 30 sec/time for up to 30 min total with weights of 12-25 lbs. while manipulating a box or bundle of 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.
			12-25				



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Lifting above shoulder	N	S	O	F	C	lbs.	Up to 1min./time for up to 1 hr. with weights of 5 lbs. while holding multiple charts as well as when filing and collecting charts. The employee may need to lift bundles above shoulder height; lifting above shoulder height can be broken down to 10 lb. bundles.
		10					
Carry (Dist.)	N	S	O	F	C	1-5 25 lbs.	<p>For distances of up to 500' for up to 5 minutes at a time for up to 1.5 hours total in a work shift. Most commonly occurs with weights of 1-5 lbs. while transporting office supplies, paper, and charts. The employee commonly collects and distributes stacks of charts throughout the facility. A cart can be used most occasions, but due to space constraints a cart cannot always be used in the isles of the records area.</p> <p>Up to 1 min./time for distances of up to 60' for up to 5 min total with weights of up to 25 lbs. while transporting boxes of charts when performing purge and audit duties 2x per year.. The employee may be able to reduce amount of carrying by using a cart.</p>
		60' 25#	500' 1-5#				
Pushing/ Pulling	N	S	O	F	C	Minimal	Up to 5min./time for up to 30 min. total with a force of 10-15 lbs. 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 files and numbered chart boxes as well as when moving rolling file shelves.
			10-15			lbs force	

	N	S	O	F	C	
Climbing		X				Stepstool or one flight of stairs when working at the North Facility.
Balancing		X				Step stool
Stooping / Bending			X			On flat carpeted surfaces for up to 1min./time for up to 1 hr. total while retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing/removing charts from cart, utilizing rolling bins,



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						picking up charts on the floor and searching through low file drawers. Bending/stooping may be reduced by alternating with squatting or kneeling as well as performing tasks while seated on a rolling stool.
Twisting*		X				Filling and pulling files.
Squatting / Kneeling			X			On flat carpeted surfaces for up to 1 min./time for up to 1 hr. total while 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. Kneeling can be reduced by alternating with bending/stooping or squatting as well as performing tasks while seated on a rolling stool.
Crawling	X					
Foot Controls	X					
Reaching Forward				X		Up to 1 hr./time for up to 4 hrs. total while keyboarding, operating the computer mouse, using a cart, writing, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets.
Below Waist			X			On flat carpeted surfaces for up to 1 min./time for up to 1 hr. 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 charts on the floor and searching through low file drawers.
Above Shoulder			X			Up to 1 min./time for up to 30 min. total while looking for items on upper shelves and filing/pulling charts.
Handle/Grasp				X		Up to 3 min./time for up to 4 hrs. total while manipulating files, cart and scanner as well as using the telephone.
Fine Finger Manipulation				X		Up to 15 min./time for up to 4 hrs. total while performing data entry/retrieval, writing, keyboarding, dialing the telephone, manipulating files/documents and operating a scanner.
Hand Controls						Up to 2 min./time for up to 3 hrs. total while using a scanner and mouse when performing computer duties.
	N	S	O	F	C	
Repetitive Motion	X					Body part: <input type="text"/> Cycles/hr. <input type="text"/>
Vibratory Tasks	X					
Talking				X		Up to 5min./time for up to 3 hrs. total while conversing with co-workers about assignments, as well as providing customer service in person or via telephone.
Hearing			X			Up to 10 min./time for up to 1 hr. total while conversing with co-workers about assignments, as well as providing customer service and answering the phones.



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Visual:

Up to 2 hrs./time for up to 7 hrs total while reading documents, filing and looking at computer screen while typing. Color vision can be beneficial but not required.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather	X					Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions			X		
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				
Other: Paper dust from files.											

Analyst's Comments:

Isles of file room range from 31-34" wide. A rolling stool is available for use.



Possible Employer Modifications:

Rolling stool has been provided to reduce, squatting, kneeling and bending/stooping.

A cart has been provided to reduce carrying.



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Possible Employer Modifications:

Rolling stool has been provided to reduce, squatting, kneeling and bending/stooping.

A cart has been provided to reduce carrying.

Note: The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.

Analyst:

Vocational Consultant

6/13/13
Date

Presenting VRC signature:

Vocational Consultant

Date

Employer Verification:

Male Carmony
Name

6/13/13
Date

Employee Verification: (optional)

Name

Date



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MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work.

State date employee is released to return to work if different from today's date _____

- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent ☐ or temporary ☐ basis.

- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: _____

Treatment plan: _____

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

Comments:

Signature

Date

Print Name

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physician | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |