

SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICES**JOB DESCRIPTION: Medical Records/Admissions Support****QUALIFICATIONS:**

1. Associate degree in medical technology or equivalent experience.
2. Two plus (2+) years of medical records experience preferred.
3. Able to receive direction and independently follow tasks through with minimum supervision.
4. Reasonable speed operating office equipment necessary in performance of job description duties, organizational responsibilities and skills, and in performance of filing functions.
5. Possess a high level of computer skills, able to create and edit detailed spread sheets, create tables/forms, create and edit documents. Efficiency in the use of e-mail for inter-office and external communication.
6. Detail-oriented and accurate; capable of prioritizing and handling multiple tasks, self-motivated.
7. Strong interpersonal, organizational and communication skills.
8. Maintains professional integrity throughout performance of all job duties; demonstrates exemplary work ethic and upholds attendance standards.
9. Must be professional while being personable and pleasant on the phone and in person with physician offices, patients, staff.
10. Able to hold all personnel matters in confidence, including all aspect of SCH business.
11. Able to work as a team member and serve as a positive representative of Hospice at all times.
12. Ability to respond to patients, families, volunteers, staff, and general public on the telephone or in office setting, in a caring, calm, and supportive manner.
13. Must demonstrate an interest in learning and be adaptable to organizational growth, which may require changes in job function.
14. Ability to work a flexible schedule in support of the daily changes regarding patient census, admissions, and deaths.
15. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in an office setting and lift a maximum of 25 lbs., using a two person lift for any awkwardly sized or heavier objects.
2. Ability to communicate telephonically with staff and medical personnel.
3. Manual dexterity capable of operating office equipment.
4. Ability to execute frequent reaching, bending, handling, lifting/moving and filing of records.
5. Ability to frequently navigate stairs.
6. Ability to sit the majority of the workday, except for breaks and lunch.

WORK ENVIRONMENT/HOURS

- Typical physical office setting
- Extended workdays are occasionally necessary to support organization's needs.
- This is a full time 32 hours per week position to start.
- Position requires a flexible work schedule, shares responsibility for seven day a week Medical Records office coverage.

SKILLS REQUIRED

1. Keyboarding
2. Word Processing

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3. Data entry

Skills (continued)

4. Operation of computer
5. Use Excel, Microsoft Office and Microsoft Word
6. Operation of copy machine
7. Operation of FAX machine
8. Filing
9. Excellent verbal, written and listening communication skills.
10. Medical terminology preferred.

PURPOSE

To assist SCH/PCS as the point person for all initial and on-going patient referrals, inquiries and/or information, to document and maintain the day-to-day admission communication. Primarily to assist in assuring patients are admitted in a timely manner by completing portions of the referral and admit process, tracking and documenting each interaction as it occurs. Secondary responsibilities will include compiling, processing and maintaining medical records of patients in a manner consistent with medical, administrative, ethical, legal and regulatory requirements as well as to document condition, care and provide data for care improvement efforts.

SUPERVISION RECEIVED

The Medical Records/Admissions Support works under the supervision of the Admissions Coordinator and/or Executive Director.

SUPERVISION EXERCISED

None.

DUTIES AND RESPONSIBILITIES

1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
2. Assists as needed to support and contribute to office continuity each day.
3. Responsible to assist with office-related tasks i.e., typing, data collection and recording, copying, filing, telephones.
4. Responsible to see that assigned tasks are completed with meticulous attention to detail and accuracy.

I. Admissions Support

Provides clerical support to the Admissions Team throughout the admissions process by:

1. Receive, handle and route as appropriate all incoming referral, admit or inquiry telephone calls.
2. Complete the Initial Patient Referral form.
3. Enter patient in excel admit workbook, assigning him/her the next available sequentially numbered chart number.
4. Fax referral form and physician's orders to referring physician for signature, and to Medical Director if necessary.

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5. Input referral information into Consolo.
6. Gather patient demographics and History & Physical, copy for Admissions Coordinator.
7. Scan and e-mail referral and demographics as necessary to Patient Care Coordinator.
8. Verify patient insurance (Medicare/Medicaid/private/no insurance)
 - a. Medicare through Medicare computer program
 - b. Medicaid and private insurance – scan to Finance to check
 - c. Indigent patients – notify Finance, PCC and Executive Director
9. Enter patient into Enclara (Hospice Pharmacy Program) and assign number to the patient.
10. Copy signed orders for the Admissions Coordinator and scan/e-mail to PCC to ensure the Nursing Department is meeting compliance requirements.
11. Copy all original paperwork for social workers prior to the scheduled admit, making sure to include the patient/family pre-admission worksheet care plan.
12. Schedule RN Admission appointments with consideration of charting time.
13. Notify social workers by email and by telephone when an immediate need is indicated.
14. Fax Medical Director Admit Orders.
15. Enter all payor information into Consolo.
16. Document each step of admissions process as it takes place, following up to make sure all necessary paperwork is received/transmitted as required and in a timely manner.
Examples: not limited to: referral status update, referral startup checklist, 24/48 POMS, bowel regime, visit frequency, medications profiled, delegation, e-signed, etc.
17. Create Admissions packet, entering name, medical records number, etc.
18. Fax order for any DME requested on “DME Tracking Info” form; enter DME into Consolo.
19. When notification is received “Informed Consent, Assignment of Benefits, Use and Disclosure of Health Information” form has been signed – log into Consolo and:
 - a. Admit patient.
 - b. Enter SCH medical records number.
 - c. Assign staff.
20. Input medications from Admit nurses Hospice Pharmacia entries into Consolo as required/requested for nurse’s final sign off.
21. Notify patient’s local pharmacy that they are now a Hospice patient.
22. Take admission orders to Medical Director’s office for signature as necessary.
23. Prepare and maintain Admission related reports tracking referral status/contacts and Admission meeting minutes.
24. Tracks DME loaned to patient and delivered through Thrift Store.

II. Other Duties as required or requested

1. Creates and maintains any additional office information records.
2. Breaks down charts when patient expires/discharges..
3. Responsible for unlocking/opening building in the morning and locking/closing the Medical Records office at the end of the day.
4. Maintains Medical Director’s patient progress file, including updating file’s medical records.
5. Creates daily e-signature report from Consolo; distributing it weekly and an e-sig audit report monthly.
6. Compiles and releases information to persons and agencies according to organizational, state and federal regulations.

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Other Duties as required or requested (continued)

- 7. Tracks benefit re-certification and release of information.
- 8. Daily computer Medicare posting for monthly billing.
- 9. Generate monthly report used by Finance for billing purposes.
- 10. Check the board certification of all SCH-associated physicians for Finance.

Iia. Reports, as requested or required

- 1. Generate and distributes monthly Hospital Admits Report.
- 2. Generate monthly report for Coos County Medical Examiner recording Hospice patient deaths.
- 3. Generate monthly QI Pain and Length of Stay Reports.
- 4. Generate monthly Cancer Committee Report, with graph, and notifies committee members of meeting.
- 5. Assist PCC, Administration and/or QI Committee in preparing reports for SCH Board.
- 6. Maintain requested data entry for Quarterly Improvement reports, and reports findings to Operations Manager, PCC, HR Manager, and Executive Director as appropriate.
- 7. Produce weekly/monthly Consolo Chart Audit Reports.

General Personnel Duties

- 1. Assist with other work responsibilities as requested by Operations Manager and/or the Executive Director.
- 2. Individually responsible to conduct him/herself in a safe manner during the performance of all job related duties. Also responsible to bring unsafe conditions to the attention of the person within the organization responsible for safety issues.
- 3. Participates in staff training, educational programs, and Volunteer Training Program as appropriate.
- 4. To adhere to all SCH Personnel Policies including, but not limited to:
 - Please initial* ___ SCH Standards of Conduct as described in the agency’s Compliance Plan.
 - Please initial* ___ SCH Privacy Practices in accordance with HIPAA regulations.
 - Please initial* ___ SCH Sexual Abuse and Molestation Policy.
 - Please initial* ___ Demonstrate a kind, decent and respectful behavior.
 - Please initial* ___ Honor, respect, protect and promote patients’ rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

Employee’s Signature

Date

Manager’s Signature

Date

Executive Director’s Signature

Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.