**Position #:** See Attached  
**Title:** Medical Records Correspondence Clerk  
**JCC:**  
**Grade:** 38  
**Dept #: 8-76200**  
**Job Group:** Educ./Exp.: HS+3-4 years  
**License/Cent.:**  
**Analyst:**  
**Effective Date:** 7-23-00  
**Completion Date:** 7-23-00  

### DEPARTMENT INFORMATION

<table>
<thead>
<tr>
<th>Division/College:</th>
<th>Hospital/Medical Center</th>
<th>Department Name and Number: Medical Records</th>
<th>Department 8-76200</th>
</tr>
</thead>
</table>

**Immediate Supervisor:** Med Records Supv  
**Supervisor's Official Title:** Med Records Supv  
**Telephone #:** 323-6622  

### SIGNATURES

| Employee: | ____________________________ |
| Supervisor: | ____________________________ |
| Dept./Coil. Budget Officer: | ____________________________ |
| Sector Budget Officer: | ____________________________ |

### BUDGET INFORMATION

<table>
<thead>
<tr>
<th>Funding Category Code:</th>
<th>Account #: 8-76260</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposed Budget Salary</td>
<td>(Minus Benefits):</td>
</tr>
<tr>
<td>$ ______________</td>
<td>$ ______________</td>
</tr>
</tbody>
</table>

### POSITION INFORMATION

<table>
<thead>
<tr>
<th>Check one:</th>
<th>NEW POSITION: ☐</th>
<th>RE-EVALUATION: ☐</th>
<th>UPDATE ONLY: ☑</th>
</tr>
</thead>
</table>

If this is a re-evaluation or update, please provide the position #:  

If the duties of this position are similar to others in the unit, please provide the position number(s) and/or title(s)  

<table>
<thead>
<tr>
<th>Hours Worked Per Week:</th>
<th>37.5</th>
<th>Of</th>
<th>37.5</th>
<th>=</th>
<th>100</th>
<th>% F.T.E.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i.e. 37.5 of 37.5 = 100% OR 20 of 40 = 50% F.T.E.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check One:</th>
<th>Full-Time ☑</th>
<th>Half-Time ☐</th>
<th>Part-Time ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flex Leave:</td>
<td>Yes ☐ No ☐</td>
<td>Number of Months Worked Per Year _____</td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief justification for this request.

The purpose of this position is to provide customer service and health information to the requesting party by mail, telephone, fax, and in person.

Summarize how the duties of this position relate to achieving the goals of the unit.

This position supports the departmental mission of providing timely, compiled information to clinicians, patients and others in the support of health care and legal requirements. The Medical Records Correspondence Clerk must use a team-oriented approach which fosters commendable relationships with customers. The Correspondence Unit of the Medical Records Department demands an environment of confidentiality and strict adherence to regulatory requirements regarding the release of health information.
**JOB OUTLINE**

*This job's key responsibilities in order of importance.* Most jobs have three to five major responsibilities. Please specify the approximate percentage of time spent on each. Major job responsibilities are typically only one to two words. For example:

<table>
<thead>
<tr>
<th>Major Job Responsibility</th>
<th>Essential Functions</th>
<th><em>Competencies/ Skills</em></th>
<th>Percent of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records/forms</td>
<td>Prepare IDIV's, DAV's, maintain personnel records and correspondence files.</td>
<td>Planning and organizing, dependability and attention to detail.</td>
<td>30.0 %</td>
</tr>
<tr>
<td>Correspondence Production</td>
<td>Receive, review, and process all requests for medical information from hospitals, physicians, lawyers, disability, insurance companies, law enforcement officials, patients and/or family members by mail, in person, and by fax. Open and number mail. Use CRT mainframe for assigning hospital numbers to requests. Enter requests in the SoftMed system. Pull microfilm and makes copies as necessary. Copy information requested and document information sent. Maintain productivity standards as assigned.</td>
<td>Quantity of Work, Quality of Work, Dependability, Attention to Detail, Planning and Organizing, Written Communication</td>
<td>30%</td>
</tr>
<tr>
<td>Internal and External Customer Service</td>
<td>Answer telephones and answer inquiries, solve problems and/or route to the appropriate area. Accepts requests for medical records. Releases medical records. Re-charges records to appropriate location. Fax information needed for direct patient care. Request medical information from other healthcare facilities. Release information to walk-ins as time permits.</td>
<td>Service Orientation, Listening, Sensitivity, Customer Service Orientation, Communication, Impact, Negotiation, Oral Presentation</td>
<td>30%</td>
</tr>
<tr>
<td>Legal Compliance</td>
<td>Maintain patient confidentiality. Process subpoenas and court orders within required time frames. Maintain the subpeona log. Process requests in compliance with applicable statutes, policies, guidelines and other state and federal regulatory requirements.</td>
<td>Quality Awareness, Attention to Detail, Decisiveness, Technical/Professional Proficiency</td>
<td>35%</td>
</tr>
<tr>
<td>Supply Maintenance</td>
<td>Monitor paper and toner supply in the correspondence area. Monitor fax, microfilm, and copier machines to ensure correspondence unit is operational at all times (toner, auditron usage, etc). Reports problems to supervisor. Makes service/repair requests as required. Pulls invoices from supplies received, initials, and routes to the department secretary.</td>
<td>Initiative, Analysis, Attention to Detail, Utilization of Resources</td>
<td>5%</td>
</tr>
</tbody>
</table>

*Performance Factors  
TOTAL %: 100  
100%  
NOTE: Additional copies of this page may be attached if more space is needed.*
JOB REQUIREMENTS

Question 1: Education

What is the minimum formal education level required to do this job? (Mark one box.)

. ☐ Less than High School
. ☒ High School/GED
. ☐ Technical/Skills Training
. ☐ Technical Diploma
. ☐ Associate's Degree
. ☐ Bachelor's Degree
. ☐ Master's Degree
. ☐ Doctoral Degree

*Please list any specific degree requirements* Registered Health Information Technician (RHIT) preferred.

Question 2: License/Registration/Certification

Are any of the following required to do this job at UK? (Mark all that apply.)

. ☒ None
. ☐ Eligibility for Professional License, Registration or Certification
. ☐ Professional License, specify: __________
. ☒ Registration, specify: RHIT preferred as stated above.
. ☐ Certification, specify: __________
. ☐ Driver's License
. ☐ Commercial Driver's License

Question 3: Experience

What is the minimum job-related experience required to do this job? Experience can be gained either inside or outside UK. (Mark one box.)

. ☐ No experience required
. ☐ Six months or less
. ☐ More than six months but less than one year
. ☐ One to two years
. ☐ Three to four years
. ☐ Five to six years
. ☐ Seven to nine years
. ☐ Ten years or more

*Please list any specific skills sets which may be required to perform the duties of the position: (i.e., MS Windows, Excel, etc.)*

Basic math skills, Microsoft Office (Word and Excel), Filing Systems, state and federal legal requirements for releasing health information, and basic medical terminology.
A brief justification for this request:

The purpose of this position is to provide customer service and health information to the requesting party by mail, telephone, fax, and in person.

Major Job Responsibilities and Essential Functions:

Correspondence Production - Receive, review, and process all requests for medical information from hospitals, physicians, lawyers, disability, insurance companies, law enforcement officials, patients and/or family members by mail, in person, and by fax. Open and number mail. Use CRT mainframe for assigning hospital numbers to requests. Enter requests in the SoftMed system. Pull microfilm and makes copies as necessary. Copy information requested and document information sent. Maintain productivity standards as assigned.

Internal and External Customer Service - Answer phones and answer inquiries, solve problems and/or route to the appropriate area. Accepts requests for medical records. Releases medical records. Recharges records to appropriate location. Fax information needed for direct patient care. Request medical information from other healthcare facilities. Release information to walk-ins as time permits.

Legal Compliance - Maintain patient confidentiality. Process subpeonas and court orders within required time frames. Maintain the subpeona log. Process requests in compliance with applicable statutes, policies, guidelines and other state and federal regulatory requirements.

Supply Maintenance - Monitor paper and toner supply in the correspondence area. Monitor fax, microfilm, and copier machines to ensure correspondence unit is operational at all times (toner, auditrion usage, etc). Reports problems to supervisor. Makes service/repair requests as required. Pulls invoices from supplies received, initials, and routes to the department secretary.
Employment Standards:

Specific degree required: _____

Specific professional license required: _____

Specific registration required: RHIT preferred as stated above.

Specific certification required: _____

Specific skill sets required: Basic math skills, Microsoft Office (Word and Excel), state and federal legal requirements for releasing health information, Filing Systems and basic medical terminology.

Competencies/Skills: Quantity of Work, Quality of Work, Dependability, Attention to Detail, Planning and Organizing, Written Communication, Service Orientation, Listening, Sensitivity, Customer Service Orientation, Communication, Impact, Negotiation, Oral Presentation, Quality Awareness, Decisiveness, Technical/Professional Proficiency, Initiative, Analysis, Utilization of Resources

Summary of how the duties of this position relate to achieving the goals of the unit: This position supports the departmental mission of providing timely, compiled information to clinicians, patients and others in the support of health care and legal requirements. The Medical Records Correspondence Clerk must use a team-oriented approach which fosters commendable relationships with customers. The Correspondence Unit of the Medical Records Department demands an environment of confidentiality and strict adherence to regulatory requirements regarding the release of health information.