

BENCHMARK

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT *Health Records Technician*

CLASSIFICATION GRID: 6 NEW GRID 12
(As of April 1, 2019)

BENCHMARK TITLE: HEALTH RECORDS TECHNICIAN

BENCHMARK NUMBER: 80170

JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs a variety of health records duties such as coding, abstracting, and performing qualitative and quantitative data analysis. May supervise administrative support staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Checks health records for accuracy, completeness, and correct assembly. Processes corrections, and updates information and changes such as changes of address, death notices, and discharge summaries.
2. Codes and abstracts health records for required information, such as diseases, diagnoses, and interventions, in accordance with established guidelines.
3. Performs qualitative and quantitative data analyses such as preparing statistics on admissions, discharges, client demographics, and disease frequency.
4. Gathers and compiles required information, and prepares related manual and computer reports.
5. Maintains record control by performing duties such as ensuring that records are signed out according to established procedures, entering data into the tracking program, and verifying unique unit number assignment, and notifying relevant supervisors when merging of duplicate numbers or other editing is required.
6. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
7. Files, retrieves, and forwards health records for a variety of purposes such as clinical data studies, committee reviews, quantitative analyses, and other requests, in accordance with established policies, procedures, and guidelines regarding information release. Refers problems to the Manager.
8. Performs administrative support duties such as screening and prioritizing incoming material, determining urgency of requests for a supervisor, maintaining registries, and answering inquiries related to health records.
9. Performs other related duties as assigned.

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QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Health Information Services
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 60 wpm
- Business writing skills
- Ability to establish and maintain rapport with others
- Knowledge of general office procedures
- Knowledge of medical terminology