

## **Mountain Valleys Health Centers, Inc.**

### **Job Description**

**POSITION: Medical Records (MR) and Transition of Care (TOC) Coordinator  
(Non-Exempt)**

**REPORTS TO:** COO

**AREAS OF RESPONSIBILITY:** The MR/TOC Coordinator is directly responsible for electronic filing and retrieval of ER/hospital records.

**QUALIFICATIONS:** High school diploma, two years experience or education in business and basic knowledge of computers. Ability to deal with people in a pleasant and courteous manner, even under stressful conditions. Ability to work independently and efficiently at tasks at hand while maintaining patient confidentiality and professionalism. Must maintain confidentiality relating to MVHC personnel and patient information that could result in proprietary damage to MVHC. Must possess current valid California or Oregon driver's license and auto liability insurance.

**REQUIREMENTS AFTER HIRE:**

Obtain current CPR card.

Clean and appropriate business attire.

**DUTIES AND RESPONSIBILITIES:**

- Maintain the Transition of Care program by consistently reviewing patient admission notifications and retrieval of ER/Hospital records.
- Acquire the ER record, admit H&P, discharge summary, and corresponding labs or studies and file in the patients EHR. When appropriate flag the MVHC provider to review, and sign off the Discharge Summary.
- Review each discharge summary plan from the ER/hospital provider. Use this follow up plan to determine when to schedule the patient for follow up with primary care. Flag the front office staff at the patient's home clinic, signifying the time frame (goal is to contact the patient within 24 hours of the flag). The flag will allow tracking of communication and when complete will assist in completion of the ER/Hospital log for quality improvement efforts.
- If the ER or Hospital provider does not specify the need for a follow-up appointment, the records will be electronically filed and routed to the patient's PCP for review and determination if an appointment is necessary. Anytime a patient is contacted a non-billable visit is created in the EHR.
- Refer to the "Front Office Workflow" document for proper labeling of documents filed in the EHR. MVHC providers generally do not like the handwritten report, but it can always be replaced by a dictated copy later. Assist other staff with continuity of labeling of documents (procedures, orders or specialty consults).

- Training assistance: Field questions for current staff, assist in training new staff on the routine of electronic filing, as well as, train appropriate staff on how to research and find records from online hospital sources. Then train on what providers' want, when to route to provider and when to mark reviewed, and which records are labeled "outside provider".
- TOC special duties: Complete the ER/Hospital TOC log for quality purposes. Attend QM Transition of Care (TOC) committee meetings. Participate in web-based and in-person meetings with BSCF when appropriate.

**CUSTOMER CARE:** A core value of Mountain Valleys Health Centers' is our dedication to high-quality customer care. As a Community Health Center, our patients are our vitality; therefore, every patient will be treated accordingly.

At MVHC a customer is defined as but not limited to a patient, vendor, contractor, granting agency, community business, and employee. Customers will be treated with the utmost dignity and respect regardless of their socio-economic status, insurance type, job position, and/or race, etc. Discrimination is unacceptable and is grounds for immediate termination.

Every employee of MVHC will adhere to the Accountability Measures outlined either at the onset of employment or at the date of this signed job description. Should these expectations not be upheld, the employee understands that disciplinary action will be taken which could lead to immediate termination.

By signing this job description, the employee commits to providing the highest quality customer care and will strive to make each patient feel as though they are the only one.

**PHYSICAL REQUIREMENTS:** Sitting, standing, walking, bending/stooping, squatting/crouching, climbing, balancing, reaching, twisting/turning, pulling, stand up lifting to 30 pounds, speaking/hearing on phone and in person, reading, writing, close eye work, repetitive motion of hands, fine and gross manipulation, up/down and side/side hand motion, working with others, exposure to public/staff/providers, fast work pace, frequent change, and frequent interruptions.

**EMPLOYEE ACKNOWLEDGEMENT:** I have read my job description and understand its contents. I agree to perform the duties and responsibilities with the highest standards. If at any time I have questions about its contents, I will discuss with my supervisor for clarification.

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*Employee Signature*

*Date*