



JOB DESCRIPTION

JOB TITLE: Health Information Supervisor

DEPARTMENT: Medical Records/Transcription; Leadership Team

SUPERVISION RECEIVED: Reports to Director of Administrative Services

SUPERVISION EXERCISED: Supervises Medical Records and Transcription Departments

JOB SUMMARY: The Health Information Supervisor oversees and coordinates the Medical Records and Transcription departments in an effort to efficiently serve providers, patients and other departments. Along with other specific duties, the Health Information Supervisor coordinates staffing and personnel issues within the departments, as well as works with other leaders to review and refine interdepartmental processes. Additionally, this position manages health information related to medical home programs, audit requests and other health information exchanges.

ESSENTIAL FUNCTIONS:

1. Serves as a role model, setting the example for work ethic, attitude and behaviors within managed departments and for all staff.
2. Manages daily operations; directs and coordinates staffing, scheduling and appropriate use of staff in the Medical Records and Transcription departments
3. Interviews and recommends qualified candidates for open positions within managed departments
4. Conducts performance appraisals, coaching, training and development for all positions in managed departments
5. Documents information regarding employee discipline, coaching, and/or non-compliance of company policies
6. Establishes an interrelationship with providers, other practice leaders and departments to achieve the overall priority of efficiently and effectively serving the patients and providers
7. Researches and finds solutions for issues and proactively searches for more efficient and effective health information processes
8. Orients and participates in the training process for new Medical Records and Transcription employees
9. Strategically plans and implements consolidation, transition and appropriate destruction of health records on-site and in off-site storage facilities.
10. Manages medical home (MH) programs to include reviewing patient schedules to identify upcoming MH appointments, updating MH patient rosters, ensuring the completion of patient care summaries, inputting data in patient registry software, and managing and performing patient outreach in an effort to better patient care and obtain available financial incentive goals
 - a. attends MH meetings as necessary
 - b. reports to Administration team on obtained and missed MH provider bonus goals

ESSENTIAL FUNCTIONS (cont.):

11. Schedules, prepares and oversees payer-requested chart audits
12. Prints, distributes, ensures completion and maintains mandated prescription reports from EHR system

REQUIREMENTS:

- Exemplary interpersonal skills necessary in order to direct and assign work, explain procedures, communicate effectively with providers and staff when identifying and resolving problems, and evaluating employee performance.
- Position presents a variety of complex, changing work, much of which cannot be anticipated. Requires ability to make decisions, to perform under pressure and effective communication and leadership skills.
- Professionalism, efficiency, accuracy and courteous manner are required.
- Healthcare facility and management experience is preferred.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.