

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

## CLASS SPECIFICATION

11/4/04

MEDICAL RECORDS SUPERVISOR, 1120

**Summary of Duties:** Under general direction, plans, manages and directs the activities of the Medical Records Unit for the Medical Services Division (MSD) in the Personnel Department; serves as the Custodian of Records; performs the more responsible and difficult clerical work; applies sound supervisory principles and techniques in building and maintaining an effective work force; and performs related duties as required.

**Distinguishing Features:** This class is characterized by its responsibility for managing the Medical Records Unit which includes medical transcription, chartroom and records office functions, and patient reception. An employee in this class supervises a group of clerical and/or technical employees and, in addition, may perform the more difficult and responsible work in the processing of medical records. Assignments normally are given verbally and in writing and results are evaluated as needed.

As a bona fide supervisor, the Medical Records Supervisor is distinguished from a lead worker in that he/she is responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances, evaluation of performance, and approval of requests for time off.

### **Example of Duties:**

- Develops standards, practices and procedures for the proper maintenance of medical records;
- Pulls records for appointments, telephone messages, special requests, pharmacy refills, etc., and routes to appropriate provider/department/center;
- Searches/researches missing charts/paperwork according to departmental protocols;
- Retrieves charts from providers/departments;
- Completes chart analysis on returned charts identifying incomplete/missing documentation, and returning them to appropriate provider/staff for completion;
- Maintains medical records in a neat and orderly manner;
- Processes and tracks all outgoing/incoming charts via a computer;
- Responds to authorized requests for patient information following release of information guidelines;
- Plans, organizes, directs and reviews operational medical record procedures and systems for effectiveness/efficiencies;
- Monitors department workflow, directing assignments to ensure maximum efficiency;
- Controls and measures record keeping practices to comply with Departmental policy, procedures, and State and Federal requirements;
- Measures and monitors site audit results, and takes corrective action in areas identified as non-compliant;

- Assists and coaches department staff in the resolution of system and/or patient concerns;
- Disseminates verbal and/or written meeting communication to staff;
- Serves as liaison with other City departments and resolves problems;
- Handles disciplinary actions, initiates corrective action and termination recommendations;
- Prepares and signs employee performance evaluations;
- Provides education and training to staff on various policies, procedures and operations;
- Manages the function of patient reception related to medical and psychological appointments;
- Reviews legislative and regulation changes and takes appropriate action and makes recommendations for change as deemed necessary;
- Prepares and presents the annual budget and ensures operation within fiscal limits;
- Prepares and presents an orientation program to medical personnel concerning the technical and legal aspects of medical records;
- Ensures that the Medical Records Unit meets licensing criteria;
- Prepares studies and reports for regulatory agency use, as required;
- Handles complex questions relating to such matters as release of information and consent issues;
- Prepares or supervises the preparation of statistical reports;
- Prepares reports and correspondence;
- Provides vacation and temporary relief, as required;
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

### **Qualifications**

#### **Knowledge of:**

- Rules and regulations governing medical records management;
- Medical terminology;
- Policy and procedure development.

#### **Ability to:**

- Assign, review, and evaluate the work of a group of employees;
- Communicate orally both on an individual and group basis;
- Compose routine correspondence and memos;
- Read and interpret complex written material;
- Provide direction and support to subordinates;
- Receive verbal and written instructions;
- Deal tactfully and effectively with other department managers, employees, and the public;
- Speak and hear clearly;
- Apply sound supervisory principles and techniques.

**Requirements:** Three years of full-time paid experience in medical records management.

A Registered Records Administrator (RRA) or an Accredited Records Technician (ART) is highly desired, but not required.

**Physical Requirements:** Strength to perform average lifting up to 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.**