



Medical Records Clerk

Mission Statement for Rainbow Acres

Rainbow Acres, a residential Christian community with heart, empowers persons with developmental disabilities to live to his/her fullest potential with dignity and purpose.

Job Title: Medical Records Clerk

Department: Health & Wellness

Reports to: Director of Health & Wellness

Status: Non-exempt, temporary, part-time

Prepared Date: November 2022

Summary: Medical Assistant for the Health & Wellness Center at Rainbow Acres. The Medical Records Clerk initiates medical charts, coordinates medical appointments both on and off campus, and works closely with nursing staff and Residents. This is a safety sensitive position.

Minimum Professional Requirements

The successful candidate will have: excellent communication skills in person and on the telephone (with Health & Wellness Team, parents & guardians, medical offices, Caregivers, and other employees), customer service experience, ability to coordinate multiple tasks, proficiency in Microsoft Suite, ability to resolve conflict, comfortable working with individuals with special needs, sustainable energy and commitment to Rainbow Acres community values. Previous healthcare experience resulting in good working knowledge of current regulations regarding medical records; medical records experience preferred. Ability to meet all clearance requirements.

Evidence of strong Christian commitment is desirable. Evidence of strong ethical standards and moral character is essential along with sensitivity to the needs of the Ranchers.

Professional Responsibilities

- Answer/screen phone calls and direct to appropriate party as needed
- Manage Central Scheduling, gathers appropriate information/attachments to go to medical, dental, diagnostics, labs, and therapy appointments
- Organize and group appointments to expedite transportation
- Enter appointments into computer database
- Assure all medication PRN and ADL sheets are turned in for review and filing
- Send annual appointment summaries to Parents/Guardians
- Weekly filing of records in Residents' charts – thinning, breakdown of files after discharge
- Call for and track results of lab work and tests
- Locate appropriate health care providers for new Residents with consideration of needs and insurance coverage
- Forward medical bills to Parents/Guardians and/or assist when needed
- Update Resident information face sheet with any changes
- Gather and organize needed forms for new Resident charts and create medical files
- Assist Rancher/Resident Benefits Coordinator with health insurance challenges
- Coordinate insurance with AHCCCS programs
- Act as liaison between insurance companies and Parents/Guardians
- Assist in crisis management and direct staff and Residents appropriately
- Weigh and record Resident weights monthly, and other information as requested



- Monthly records/information/white medical books audit for CQI
- Contact/coordinate with family/guardians regarding specialty appointments/procedures
- Coordinate in-office appointments
- Help in managing NAU OT/Speech therapy groups
- Keep Resident information in E-MAR system up-to-date
- Generate reports from E-MAR (provider; allergy; etc.)
- Facilitate weekly staff meetings
- Keep track of appointment transportation for billing purposes
- Inventory office supplies
- Other duties as assigned by Director of Health & Wellness or members of Senior Leadership

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; have great dexterity of hands and arms; stoop; kneel; and talk; or hear. The employee is required to sit for long periods of time. The employee may be required lift and/or move more than 25 pounds.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.