



**THE COQUILLE INDIAN TRIBE  
CLOSES FRIDAY, NOVEMBER 18 AT 5:00 PM**

**Job Title:** MEDICAL RECORDS TECHNICIAN  
**Department:** Community Health Center/Direct Care  
**Reports to:** Clinic Nurse Manager  
**FLSA Status:** Full-Time Non-Exempt  
**Salary:** \$15.03 to \$18.60 per hour, DOE

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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**JOB SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Assistant Health Administrator, coordinates all CHC medical records, assists Medical Receptionist and the Billing Clerk in front office duties and the Medical Records Technician assists the Clinical Nurse with back office documentation and patient care.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains organization, security and confidentiality of all medical records. Follows clinic policy regarding processing of archived paper medical records. Consults with providers for scanning and filing large packages of Medical Records to clarify appropriate placement.
2. Coordinates medication refill requests via fax; including notification of pharmacy questions. Routes requests to the appropriate E.H.R. provider queue and verbally communicates problems to providers as they occur.
3. Coordinates all aspects of the outside referral process for insurance plans; including delivery of documents electronically to the referral provider, monitoring referral status, documenting referral completion and delivering documents received to the appropriate medical provider. .
4. Coordinates and facilitates the processing of authorized medical records information requests to HIPAA Standards and in accordance with clinic protocols.
5. Ensures that all incoming correspondence, lab reports, x-rays, dictation and outside records are placed in the provider's electronic queue, reviewed by providers and filed.
6. Fields telephone inquiries regarding medical records, while insuring that confidentiality is maintained at all times.
7. Maintains the recall system monitor recalls, notify practitioners of noncompliant patients.
8. Assists in scheduling appointments for imaging studies, special lab and physician referrals. Tracks completion of diagnostic studies.
9. Enters data for special Quality Improvement projects such as tobacco use, hypertension and diabetes.
10. Maintains compliance with federal standards concerning electronic transmission of confidential material and medical records released to other providers.
11. Process lab follow-up letters and track completion in the E.H.R; includes printing and mailing correspondence.
12. Cross train in Medical Receptionist position to include operation of multi-line phone system, routing calls to appropriate individuals and/or departments; communicating with patients, and routing messages to appropriate staff. . Receives, greets and directs visitors when Medical Receptionist is unavailable.
13. Other duties as assigned.

Applicant must be willing to work beyond the standard eight (8) hour work day on occasions to meet clinical needs. Applicant must have a proven record of efficiently dealing with confidential material.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may

be inherent in the job. This position may involve transporting Native Americans and Non-Native patients and clients in the Health Center vehicles, employee owned vehicles and rental vehicles to and from a variety of Health Center functions and activities.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
4. Knowledge of regulations on the confidentiality of medical records (HIPAA).
5. Knowledge of medical terminology.
6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

### **MINIMUM QUALIFICATIONS**

- A. High School graduate with advanced medical training required.
- B. Minimum of one year experience working in a medical front office environment including medical records experience required.
- C. Must have excellent written and oral communication skills, which includes proper grammar, spelling and punctuation.
- D. Basic computer skills and multi-line phone skills are required.
- E. Experience with Microsoft Office Suite (Word, Excel, Outlook, etc.) required.
- F. Knowledge of medical terminology including ICD-9 and CPT codes desirable.
- G. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.

**Visit [www.coquilletribe.org](http://www.coquilletribe.org) for an application**

**Or**

**Contact HR at 541-756-0904.**

**Submit completed applications to:**

**Human Resources Director**

**Coquille Indian Tribe Administration Offices**

**3050 Tremont St. North Bend, OR 97459**