

DEPARTMENT: HISPOSITION CODE: 165**ARNOT HEALTH  
JOB DESCRIPTION****JOB TITLE: HIM SYSTEM SUPPORT COORDINATOR-VERSION 2****MAIN FUNCTION:**

Provide departmental and computer systems support throughout Health information Services.

**DUTIES AND RESPONSIBILITIES:**

- \*\* 1. Provides Health Information Services/ Management system support for the HIS/ HIM system-wide hospital clinical system including troubleshooting chart tracking, chart deficiency, and interfaces. Responsible for initiating, tracking, and following through on incident tickets.
- \*\* 2. Develops and enhances use of the hospital clinical system by managing computerized desktops with the assistance of the Director.
- \*\* 3. Provides additional support of the hospital clinical system by assigning temporary passwords, editing physician and personnel profiles as appropriate, opening visits as appropriate, and editing incorrect information.
- 4. Provides support and trouble shooting for the scanned medical record.
- \*\* 5. Is familiar with dictation and transcription systems to provide trouble-shooting support. Produces reports and data from systems as necessary.
- \*\* 6. Is familiar with archive retrieval software to provide trouble-shooting support.
- \*\* 7. Utilizes coding software for data entry and report retrieval.
- \*\* 8. Is familiar with correspondence software for data entry, report retrieval, and trouble-shooting.
- \*\* 9. Is familiar with other programs such as Word, Excel, Access, etc.
- \*\* 10. Provides administrative duties such as:
  - a. Provides telephone coverage and receptionist duties for Health Information Services.
  - b. Attends designated meetings, taking and transcribing, and distributing minutes. Schedules meetings/conferences including specific arrangements.
  - c. Formats and types correspondence.
  - d. Provides clerical / administrative support to the department.
- \*\* 11. Assists correspondence coordinator and processes correspondence requests timely for: PRO, Blue Cross/CDAC/NYDOH, etc. Maintains data as appropriate.
- \*\* 12. Maintains budget data.

- \*\* 13. Maintains stock of office supplies and coordinates supply requests in Health Information Services.
- \*\* 14. Provides back-up support for clerical duties within Health Information Services including Analysis, Second Check, and Suspension processing.
- \*\* 15. Produces and maintains detailed records regarding Physician Suspension List due to delinquencies.
- \*\* 16. Coordinates and implements projects as needed.
- \*\* 17. Maintains confidentiality of departmental and medical record information/protected health information (PHI).
- \*\* 18. Is responsible for attending all annual mandatory education programs as required by position.
- 19. Employee understands and demonstrates the importance of satisfying the needs of the customer/patient by interacting with him/her in a friendly and caring way, being attentive to the customer's needs, both psychologically and physically, and by taking the initiative to maintain communication with the customer in order to provide a secure and pleasant experience with the Arnot Health.
- 20. It is understood that this job description lists typical duties for the classification and is not considered inclusive of all duties that may be assigned.

**EDUCATION:**

High school and Associate Secretarial Degree or five years of secretarial experience.

**EXPERIENCE:**

Electronic health record experience required, QuadraMed experience preferred. Clerical experience with knowledge of medical terminology. Typing minimum 60 WPM; strong communication skills.

**CARDIOPULMONARY RESUSCITATION (CPR) REQUIREMENTS:**

No CPR required.

**PHYSICAL DEMANDS:**

Routine office duties.

**EXPOSURE CATEGORY:**

Category III. Tasks that involve no exposure to blood, body fluids, or tissues. And Category I tasks are not a condition of employment.

\*\* ADA Essential Functions

Revised: 01/13

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
Human Resources

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
Department Head

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_  
VP/Operations