NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 1
Fiscal Year: 2012/2013
Posted Date: 7/17/2012
Reposted Date: N/A

ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1409</td>
<td>Health Information Clerk</td>
</tr>
</tbody>
</table>

For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Employee Relations Unit
    DHR – Class and Comp Unit
    DHR – Recruitment and Assessment Unit
    DHR – Support Services
    Anita Sanchez, CSC
    Linda Cosico, DHR
    Maria Newport, SFERS
    E-File
INTRODUCTION

Under general supervision, the 1409 Health Information Clerk performs difficult, responsible and specialized clerical work within a healthcare setting; may assign clerical work to subordinate personnel and performs related duties as required. Essential functions include: making regular contacts with other healthcare personnel and providing information; explaining and interpreting procedures, regulations and administrative policies to clients in connection with healthcare activities; gathering, maintaining a wide variety of records, reports and documents; and collecting and entering data into various systems in connection with the preparation of various reports.

DISTINGUISHING FEATURES

This is a senior level position in the Clerk series. It is distinguished from the 1404 Clerk in that it may have supervisory responsibilities and incumbents perform work that requires the application of discretion and judgment in choosing and following the appropriate healthcare procedural guide and instruction. It is further distinguished from a 1406 Senior Clerk as positions are assigned for use only in the Department of Public Health and work performed is within a healthcare environment.

SUPERVISION EXERCISED

May supervise subordinate clerical personnel in a healthcare environment.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assigns clerical work to subordinate healthcare personnel.
2. Performs healthcare customer service duties such as greeting, responding and assisting patients and visitors, scheduling appointments, responding to inquiries, reviewing the completion of forms, and identifying co-pay requirements.
3. Performs receptionist duties in a healthcare setting by answering phones, taking messages, routing telephone and in-person calls to appropriate staff, and by making calls for service according to department procedure.
4. Prepares basic health care forms for clinical staff use.
5. Utilizes automated or manual locator systems to research, locate and retrieve medical records for appointments.
6. Posts a variety of information and data in connection with the maintenance of medical records.
7. Disseminates information and answers inquiries by communicating with the public, patients,
departmental personnel, other departments, and outside clients including vendors.

8. Checks and reviews a variety of healthcare documents for completeness and accuracy.

9. Files, maintains and retrieves healthcare documents, records and correspondence in accordance with established medical record procedures and organizational requirements.

10. Compiles information and data and prepares and maintains various reports; compiles and manages data in an electronic healthcare database.

11. Makes mathematical computations using addition, subtraction, multiplication and division of whole numbers, decimals and fractions.

12. Exercises sound judgment and utilizes knowledge of applicable policies, regulations and procedures in solving daily clerical problems.

13. May receive and account for various amounts of money from the collection of fees and similar sources.

14. Operates office equipment, which may include but not be limited to computer systems, patient information systems, calculators, photocopying equipment, adding machines, fax machines and postage meters.

15. Processes mail: opens, time stamps, sorts and distributes the incoming mail; stuffs and seals envelopes; makes daily pickup and delivery to ensure timely mailing and receipt of mail.

16. Participates in providing clerical support for special projects.

17. Performs other related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: standard alphabetical, numerical and chronological filing systems; basic medical terminology and coding; patient confidentiality; basic computer navigation and troubleshooting functions.

Ability to: organize and make clerical work assignments; review processed work to assure accuracy, neatness and conformance to departmental regulations and policies; interpret policies, procedures and regulations in recommending solutions to problems; efficiently and accurately file, scan, retrieve, code and index a wide variety of documents; record information in a neat, legible and accurate manner; follow written directions; establish and maintain effective working relationships with all levels of medical, professional, administrative and support personnel contacted in the course of work; make complex computations in addition, subtraction, multiplication and division; effectively communicate and understand complex concepts, policies and procedures both to and from departmental representatives and the general public; proficiently read and review a variety of documents and forms for completeness and accuracy; exercise tact and maintain poise in resolving
Title: Health Information Clerk
Job Code: 1409

disputes and differences arising with the public, diverse population groups, and other personnel; practice customer service principles, including the handling of irate or distressed people; use a personal computer in a network environment to enter and update data, create documents and use system applications, e-mail, spreadsheets, word-processing and organizer software; keep routine records concerning medical examinations and patient information; and summarize data in a report format.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education/Training:

None.

Experience:

Two (2) of healthcare setting clerical experience which must have included preparing and maintaining a variety of records and/or documents, filing, use of office equipment, public contact and processing of incoming and outgoing mail.

Substitution:

Completion of a clerical training program of a minimum of 240 hours may substitute for up to six (6) months of the required experience.

Completion of fifteen (15) semester units or twenty-two (22) quarter units from an accredited college or university in a healthcare, medical or related field may substitute for up to six (6) months of the required experience.

LICENSE AND CERTIFICATION

None

SUPPLEMENTAL INFORMATION

None

PROMOTIVE LINES

To:

ORIGINATION DATE: xx/xx/2012

AMENDED DATE:
Title: Health Information Clerk
Job Code: 1409

REASON FOR AMENDMENT
To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S):
COMMN