



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

Class Title	Class Code	Pay Band	Alt Pay Band*
Medical Records and Health Info Tech-B	K2071B	40	
Medical Records and Health Info Tech-O	K2071O	45	
Medical Records and Health Info Tech-A	K2071A	50	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

Nature of Work

Medical records and health information technicians assemble patients' health information including medical history, symptoms, examination results, diagnostic tests, treatment methods, and all other healthcare provider services. Technicians organize and manage health information data by ensuring its quality, accuracy, accessibility, and security. They regularly communicate with physicians and other healthcare professionals to clarify diagnoses or to obtain additional information. Medical records and health information technicians must be familiar with electronic health records (EHR) computer software, maintaining EHR security, and analyzing electronic data to improve healthcare information. Health information technicians use EHR software to maintain data on patient safety, patterns of disease, and disease treatment and outcome. Technicians also may assist with improving EHR software usability and may contribute to the development and maintenance of health information networks.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role assist and receive guidance in performing basic medical health record activities.

Recommended Education and Experience for Full Performance

High School diploma or GED and/or one and half (1.5) years experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and/or use of Microsoft Office programs and hospital clinical software. Current registration as a Medical Records Administrator or Medical Records Technician issued by the America Health Information

MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

Management Association.

Minimum Qualifications

High School diploma or GED and three (3) months experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and/or use of Microsoft Office programs and hospital clinical software.

Operational

- Employees in this Role independently process and maintain a medical record system and participate in planning, developing and evaluating a medical records system for an institution or public health office.

Recommended Education and Experience for Full Performance*

High School diploma or GED and two (2) years experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and use of Microsoft Office programs and hospital clinical software. Current registration as a Medical Records Administrator or Medical Records Technician issued by the America Health Information Management Association.

Minimum Qualifications

High School diploma or GED and six (6) months experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and/or use of Microsoft Office programs and hospital clinical software.

Advanced

- Employees in this Role direct a medical records program, which includes strategic planning, keeping abreast with industry standards in data processing and records management, developing systems to improve operations and developing procedures for system evaluation.
- Employees are responsible for training, public relations, and coordinating services/needs with other departments or agencies.

Recommended Education and Experience for Full Performance

Associate's degree and two (2) years experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and / or use of Microsoft Office programs and hospital clinical software. Current registration as a Medical Records Administrator or Medical Records Technician issued by the America Health Information Management Association.

Minimum Qualifications

High School diploma or GED and one (1) year experience working in a hospital setting using medical terminology, processing and maintaining a medical records system and / or use of Microsoft Office programs and hospital clinical software.

Knowledge and Skills

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Knowledge

Clerical — Knowledge of administrative and clerical procedures and systems such as word

MEDICAL RECORDS AND HEALTH INFORMATION TECHNICIANS

processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Time Management — Managing one's own time and the time of others.

Statutory Requirements: This position is subject to regulation under Management of Medical Records Statute: 16.10.17.2 NMAC – N through 16.10.17.10 NMAC – N.

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 9/20/2011

Note: Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.