

## UW HEALTH JOB DESCRIPTION

### Healthcare Documentation Specialist

**Job Code: 540010**

**FLSA Status: Non- Exempt**

**Mgt. Approval: C. Williams Date: 7.2016**

**HR Approval: MJG Date: 7.2016**

### JOB SUMMARY

The Healthcare Documentation Specialist performs the following responsibilities:

- Transcribes, edits and proofreads all types of reports from a large variety of departments and specialty clinics, encompassing all systems of the body and utilizing the most complex surgical terms and medical terminology. The medical transcription is complex, requires a high degree of accuracy and includes all types of reports which may include operative reports, procedure notes, inpatient progress notes, discharge summaries, admission history and physicals, admission consultations, emergency room and Med Flight reports, and clinic notes.
- Positions serve as acknowledged experts in the use of reference sources, problem solving transcription problems and troubleshooting computer problems.
- Work is performed independently, under general direction.
- Accesses electronic medical records.
- Recognizes, interprets and evaluates inconsistencies in medical dictation and edits, revises and clarifies without altering the meaning.
- Clarifies dictation, which is unclear or incomplete.
- Verifies patient information for accuracy and completeness.

### MAJOR RESPONSIBILITIES

#### **A. Transcription/editing of Medical dictation to provide a permanent record of patient care**

- A-1. Produce a minimum average lines per hour based upon department expectations while maintaining an accuracy rate of 98% (based on lines reviewed).

NOTE: The production and quality expectations may change based on procedural/technological/software changes.

- A-2 Recognizes, interprets, and evaluates inconsistencies, discrepancies, and inaccuracies in medical dictation, and appropriately edits, revises, and clarifies them without altering the meaning of the dictation or changing the dictator's style.
- A-3 Clarifies dictation which is unclear or incomplete, seeking assistance as necessary.
- A-4 Flags reports requiring the attention of the Team Leaders, transcription assistants, supervisors or dictator.
- A-5 Expert, appropriate, and efficient use of reference materials to facilitate the accuracy, clarity, and completeness of reports.
- A-6 Verifies patient information for accuracy and completeness.
- A-7 Formats clinic notes, admission history & physicals, inpatient consultations, operative reports, discharge summaries, and all other available document types according to established guidelines.
- A-8 Expertly operates designated word processing, dictation, and transcription equipment and software as directed and through independent design and use of macros, normals, and abbreviation expander to complete assignments.
- a. Uses designated equipment effectively, skillfully, and efficiently.
  - b. Maintains equipment and work area as directed.
  - c. Assesses condition of equipment and furnishings, and reports need for replacement or repair.

#### **B. Follows policies and procedures to contribute to the efficiency of the medical transcription department**

- B-1 Demonstrates an understanding of policies, procedures, and priorities, seeking clarification as needed.
- B-2 Maintains required records and procedure manual, providing reports as scheduled and upon request.

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B-3 Reports to work on time, as scheduled, and is dependable and cooperative.

### C. Demonstrates an understanding of the medicolegal implications and responsibilities related to the transcription of patient records to protect the patient and the institution

- C-1 Understands and complies with policies and procedures related to medicolegal matters, including confidentiality, amendment of medical records, medical records as legal evidence, informed consent, etc.
- C-2 Meets standards of professional and ethical conduct.
- C-3 Recognizes and reports unusual circumstances and/or information with possible risk factors to appropriate manager.
- C-4 Recognizes and reports problems, errors, and discrepancies in dictation and patient records to appropriate manager.
- C-5 Consults appropriate manager regarding dictation which may be regarded as unprofessional, frivolous, insulting, inflammatory, or inappropriate.

### D. Miscellaneous duties as assigned

- D-1 Other miscellaneous duties as assigned.
- D-2 Attends Section and Department meetings as well as all mandatory training sessions.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> <li>High school diploma</li> <li>Formal training or equivalent in work experience in medical transcription.</li> </ul>
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>1 year medical transcription experience</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>Hospital experience preferred</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Expert knowledge of medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic tests, radiology, pathology, pharmacology, and the various medical specialties.</li> <li>Expert knowledge of medical transcription guidelines and practices.</li> <li>Excellent written and oral communication skills, including English usage, grammar, punctuation, and style.</li> <li>Ability to understand diverse accents and dialects and varying dictation styles.</li> <li>Ability to use designated reference materials in an expert, appropriate, and efficient manner.</li> <li>Ability to operate designated word processing, dictation, and transcription equipment expertly.</li> <li>Ability to work under pressure with time constraints.</li> <li>Ability to concentrate.</li> <li>Excellent listening skills.</li> <li>Excellent eye, hand, and auditory coordination.</li> <li>Carries out assignments responsibly and independently.</li> <li>Ability to expertly transcribe all document types.</li> </ul>

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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTION

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input checked="" type="checkbox"/>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

**Work/Environmental:** Moderate noise level consistent with an office environment