



# Health Information Management Job Profiles



*A digital reference book for  
roles within Health  
Information Management*

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Created by: HIM Communications





## Message from Shelley Browne, Executive Director, HIM

Hello and welcome to the first edition of our Health Information Management Job Profiles booklet.

Whether you've been with HIM for a week or your entire career, I hope this new digital booklet will be a useful resource, giving you a better understanding of our organization and opportunities for growth.

HIM is made up of almost 1400 people, covering 35 sites across the province, with four areas that are critical to patient care delivery: registration, records management, transcription and coding. Collectively, we have an impressive wealth of skills and experience, and I believe this booklet helps highlight the good work being done by all of you!

If your curiosity is sparked as you explore the different roles within this booklet, I encourage you to have a conversation with a colleague to find out more about their role, or talk to your leader to get more information and see what your next steps would be. If we can further support and develop your career journey within HIM, that's a win-win.

With the growing shift to electronic health records and advances in digital health, it's an exciting time for HIM. This booklet will regularly grow and evolve alongside our mission of delivering client-focused health information services to enable quality patient care.

Additional roles will be added to the booklet as part of the next edition. However if you have any questions about HIM or the current roles featured within please don't hesitate to reach out to myself or HIM Communications.

Thank you,

A handwritten signature in black ink that reads "Shelley Browne".

Shelley

*This is a general guideline to help staff to determine roles that fit their experience. The following qualities are defining characteristics of a variety of roles within HIM and in many cases can overlap depending on the work.*



**Technical Expertise** – work with statistical packages, programming codes, data models and data mining software, large complex data sets



**Communication & Facilitation** – work with different departments, stakeholders and patients to verbalize ideas, gather points of view and move activities forward



**Documentation Skills** – report presentation, writing skills and other documentation skills, presentation of findings, can model business processes and procedures



**Problem-solving & Analytical** – identify issues or ways to improve systems in order to troubleshoot and solve problems. Evaluate and interpret trends and important information



**Organized & Detail-oriented** – the ability to plan and accomplish duties in an orderly fashion and to demonstrate thoroughness in all aspects of work

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# Data Capture, Retention and Distribution



Ada, Roohi, Paige, Joanna, Fatima; Transcription Services Clerks at Howe Street

This service performs all tasks associated with the capture of health data. This includes data coded directly from clinical documentation; voice and speech recognition systems; scanning digital images of text based documentation; assembling and filing a paper health record, as well as updating core information in computer applications

Roles include :

- [Clerk III, Health Records](#)
- [Health Information Administrator](#)
- [Transcription Services Clerk](#)

# Data Capture, Retention and Distribution Clerk III, Health Records

Salary range: \$20.54/hour (April 2019)

*"I like working behind the scenes and I enjoy the diversity of duties. It's rewarding to ensure that information is easy to find for care teams when they need it."*

Lindie, Royal Columbian Hospital



## Role Summary

The **Clerk III, Health Records** processes documents from patient encounters/visits with a goal to ensure accurate patient information is kept safely within the electronic health record system and/or the paper patient record.

## Is this role for me?

You are able to work independently and can follow and apply clerical procedures. You are familiar with viewing, entering, filing, indexing and retrieving information in computer and paper-based systems. You are able to communicate effectively and work collegially as part of a high-functioning Records Management team.

You embrace deadlines with positivity and are detail-oriented. You understand that beyond the medical record, there is a patient. You take pride in ensuring that the medical record is accurate, easy-to-read and quickly accessible to the clinical teams that need it.

## Qualifications

- Grade 12 and one year's recent, related experience or an equivalent combination of education, training, and experience
- Keyboarding test (45 w.p.m.)



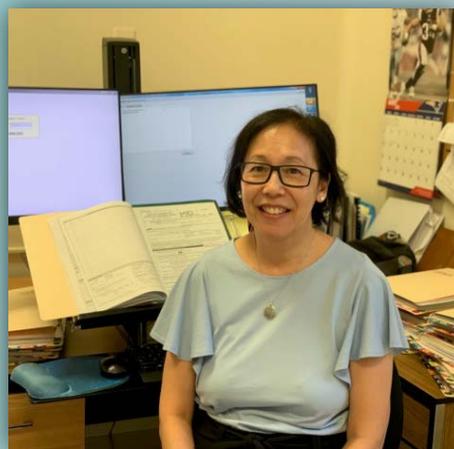
**Organized & Detail-oriented**

# Data Capture, Retention and Distribution Health Information Administrator

Salary range: \$27.51-\$34.28/hour (April 2019)

*"We have a lot of complex medical, surgical and trauma cases at our site, so I'm always learning new things while coding health data that accurately reflects a patient's hospital stay."*

Evelyn, Vancouver General Hospital



## Role Summary

The **Health Information Administrator**, also known as a Coder, reads and analyses the health record to determine what conditions the patient had, what caused it, and how they were treated. Based on this information, the medical procedures and diagnoses are converted (abstracted) into universal accepted medical alphanumeric codes.

## Is this role for me?

You are able to work independently, understand complex medical terminology and are comfortable working with computers in a high-functioning team environment. You embrace deadlines with positivity and are able to work well in a fast-paced environment while under pressure. You understand that accurate coding can impact healthcare funding for patients who need access to care. You act with integrity to ensure that data capture is complete and correct.

## How can I get here?

The Health Information Management (HIM) program can typically be completed in two years (full-time) or four years (part-time).

## Qualifications

- Graduate of approved Health Information Management program and certified by Canadian Health Information Management Association (CHIMA)



**Organized & Detail-oriented  
Problem Solving & Analytical**

# Data Capture, Retention and Distribution Transcription Services Clerk

Salary range: \$20.54/hour (April 2019)

*“Our doctors and front-line health care teams need the most accurate and timely information to help them deliver patient care. I take pride in being accountable to provide that to them.”*

Roohi, Howe Street



## Role Summary

The **Transcription Services Clerk** is responsible for maintaining and updating data (e.g. – physician, nurse practitioners) in various databases. They also serve as the first point of contact for all inquiries from our customers and follow-up on transcribed report status from dictation to report distribution.

## Is this role for me?

You play an important role in a high-functioning Transcription Services team and are able to work independently in a fast-paced environment with clerical procedures and computer systems.

You embrace customer service and deadlines with a proactive and positive attitude. You understand that beyond the medical record there is a person, and that clinical teams depend on quick information and the transcribed report to provide care. You will do anything it takes to ensure that we are providing excellent customer service with timely responses for our stakeholders.

## Qualifications

- Grade 12, plus one year’s recent, related experience or an equivalent combination of education, training and experience
- Keyboarding test (50 w.p.m.)



**Organized & Detail-oriented**

# Patient Registration



Danijela, Sarah, Harpreet & Kirandeep, Registration at Burnaby Hospital

Promotes excellent customer relations by fostering and maintaining positive communication with patients and clients when registering them for access to health care services

Roles include :

- [Clerk IV, Registration](#)
- [Referral Clerk](#)
- [Lead Hand Registration](#)

## Clerk IV, Registration

Salary range: \$22.49/hour (April 2019)

*“I’m usually the first person patients and families will meet when they arrive. It’s important to make them comfortable by answering their questions and making them feel welcome.”*

Gurpreet, BC Children’s & BC Women’s Hospital



### Role Summary

The **Clerk IV, Registration** registers patients (including inpatients, outpatients, ambulatory care patients and emergency patients) in the clinical information system.

### Is this role for me?

Providing good customer service is important to you and you enjoy working with clinical teams and the public. You are able to work independently in a fast-paced environment and are detail-oriented as you ensure client identity is captured. You cherish the role as the patient’s entry to health care. Your ability to communicate effectively, both verbally and in keyboarding, is essential.

### How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

### Qualifications

- Grade 12, plus two years’ recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation  
Organized & Detail-oriented**

# Patient Registration Referral Clerk

Salary range: \$22.89/ hour (April 2019)

*“The journey for a cancer patient can be difficult to navigate. It’s rewarding that I get to be their point person to help them through their initial appointment, treatments and tests.”*

Brenda, BC Cancer – Kelowna



## Role Summary

The **Referral Clerk** registers patients at the BC Cancer sites into the clinical information system. You also process physician referral and re-referral requests, determine outpatient appointment priority, book-related appointments and specialty procedures, and request and collate supporting patient documentation.

## Is this role for me?

Providing good customer service is important to you and you enjoy working with clinical teams and the public. You are able to work independently in a fast-paced environment and are detail-oriented as you ensure client identity is captured. You cherish the role as the patient’s entry to health care. Your ability to communicate effectively, both verbally and in keyboarding, is essential.

## How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

## Qualifications

- Grade 12 and two years’ recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation  
Organized & Detail-oriented**

## Patient Registration Lead Hand Registration

Salary range: \$24.44/ hour (April 2019)

*“Along with admitting patients, my role includes being the go-to person for our registration staff, helping them with questions, concerns and communicating policy and procedure changes.”*

Rebecca, Pemberton Health Centre



### Role Summary

The **Lead Hand Registration** performs registration and switchboard functions, as well as provides work direction to registration/switchboard clerks.

This role is available at Squamish General Hospital and Pemberton Health Centre.

### Is this role for me?

You are knowledgeable of registration procedures and workflows and are comfortable in a lead role, prioritizing and giving direction to staff. You can work with leaders to communicate pertinent site information, such as changes to procedures. You are driven by the importance of good customer service when dealing with patients, families and visitors.

### How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

### Qualifications

- Grade 12 and three years' recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation  
Organized & Detail-oriented**

# Quality Assurance



Gina, Rachel, Kathy, Despina, Pooja: Records Completion, BC Cancer - Vancouver

This service evaluates the integrity of health information documentation. Staff respond to inquiries into information accuracy and consistency and perform auditing and remediation functions to ensure best practice and current standards are being followed

Roles include:

- [Clerk IV, Records Completion Clerk](#)
- [Clerk IV, Records Completion and Quality Checks Clerk](#)
- [Registration Data Quality Clerk](#)
- [Data Quality Analyst \(Coding\)](#)
- [Coding Standards & Data Quality Specialist](#)

# Clerk IV, Record Completion

Salary range: \$22.49/hour (April 2019)

*“It can be challenging but it’s rewarding to see all the reports in the patient’s record at the end of the day.”*

Beth, Providence Health Care (Howe Street)



## Role Summary

The **Clerk IV, Record Completion** performs quantitative analysis on patient records by checking for completeness of the record. You maintain the record completion system in accordance with departmental policies, procedures and standards. You administer the physician suspension process in accordance to the Medical Staff Bylaws.

## Is this role for me?

You are able to work independently and foster strong relationships with physicians. You respond to physician queries regarding incomplete records. You also follow up with other HIM areas regarding problems with documentation issues, questionable encounters, duplicate registrations and others. You’re driven to ensure that the patient’s record is complete for continuity of care.

## How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

## Qualifications

- Grade 12 and two years’ recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation**  
**Organized & Detail-oriented**  
**Problem-solving & Analytical**

# Quality Assurance Clerk IV, Record Completion & Quality Checks

Salary range: \$22.49/hour (April 2019)

*“We audit each patient visit in the system, making sure that information is available to support quality patient care in the new system.”*

Rosea & Brenda, Lions Gate Hospital



## Role Summary

The **Clerk IV, Record Completion and Quality Checks** performs quantitative analysis on patient records by checking for completeness of the record and administer the physician suspension process in accordance to the Medical Staff Bylaws. You perform auditing functions on records scanned by HIM or other staff to ensure record integrity in the electronic health record. You also do other monitoring activities to maintain the quality of patient information.

## Is this role for me?

You are able to work independently and foster strong relationships with others, including physicians. You follow up with other HIM areas regarding potential problems, including documentation issues, questionable encounters and duplicate registrations. You're driven to ensure that the patient's record is complete for continuity of care.

## How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

## Qualifications

- Grade 12 and two years' recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation**  
**Organized & Detail Oriented**  
**Problem-solving & Analytical**

## Registration Data Quality Clerk

Salary range: \$24.22 to \$24.44/hour (April 2019)

*"I help ensure that the patient has an accurate record by identifying problems, correcting them, and preventing these errors from happening again. This helps health care providers make the best clinical decision for their patients."*

Karanbir, Fraser Health (Central City)



### Role Summary

The **Registration Data Quality Clerk** monitors, audits and corrects registration data following best client identity practices using various electronic tools. You act as the primary contact on data quality issues and assist end users to resolve these issues.

### Is this role for me?

You embrace the challenge to ensure errors are caught and fixed by working with various stakeholders. You assist end users with registration-related processes, make recommendations, liaise with various departments and downstream users and escalate problems to designate(s) as required.

### How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

### Qualifications

- Grade 12 and three years' recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (50 w.p.m.)



**Communication & Facilitation**  
**Organized & Detail-oriented**  
**Problem-solving & Analytical**

## Quality Assurance

# Data Quality Analyst (Coding)

Salary range: \$29.62 to \$36.97/hour (April 2019)

*“I enjoy finding solutions for coders, including helping implement education that will improve the accuracy of patient information. Every day is different and I’m always learning.”*

Danielle, Fraser Health (Central City)



### Role Summary

The **Data Quality Analyst (Coding)** is responsible for all data quality activities related to the assigned database and program/service. This includes data quality checks through chart auditing, data file and correction submissions to CIHI (Canadian Institute for Health Information) and creating/maintaining data quality reports.

### Is this role for me?

You act as the primary contact on data quality issues and work directly with clinicians and other external department staff to communicate data quality requirements and impacts. You assist end users with coding-related processes, make recommendations, liaise with various departments and escalate problems to designate(s) as required. You have the ability to prepare statistical and data quality reports as well as code and abstract records within an electronic system.

### How can I get here?

The Health Information Management (HIM) program can typically be completed in two years (full time) or four years (part-time).

### Qualifications

- Graduate of an approved Health Information Management Program and certified by Canadian Health Information Management Association (CHIMA)
- Three years’ recent, related experience in coding inpatients and surgical day care records in a tertiary setting, including two years of data analysis & interpretation in an acute care site



**Communication & Facilitation  
Organized & Detail Oriented  
Problem-solving & Analytical**

## Quality Assurance Coding Standards & Data Quality Specialist

Salary range: \$31.84 to \$39.72/hour (April 2019)

*“I work with a Data Quality team whose work is to ensure accurate coding of Harm Indicators to measure variations in patient safety.”*

Judy, FH, PHC, PHSA & VCH (Howe Street)



### Role Summary

The **Coding Standards and Data Quality Specialist** is an expert resource in the standards of coding patient records and related processes. Working with many stakeholders, the Specialist develops and recommends data quality audit processes for Coding services, as well as identifying issues, process improvements and ongoing evaluation.

### Is this role for me?

You are a primary contact for coding queries for all health authorities across the Lower Mainland. You enjoy working closely with other HIM teams and external groups, and working independently to investigate and address the coding queries. You also update and implement coding and data abstractions standards and communicate changes to appropriate staff and stakeholders. You also liaise with external stakeholders, like CIHI and Ministry of Health, to ensure the ongoing quality of data for coding.

### How can I get here?

The Health Information Management (HIM) program can typically be completed in two years (full-time) or four years (part-time).

### Qualifications

- Graduation from an accredited Health Information Management Diploma or Bachelor Program. Canadian Health Information Management Association (CHIMA) Certified.
- Five years of recent, related experience in Coding inpatient and surgical day care records in a tertiary setting, including two years as a data analyst or data quality analyst, or equivalent combination of education, training and experience.



**Communication & Facilitation  
Organized & Detail-oriented  
Problem-solving & Analytical**

# Content Compliance and Education



Hanifa, Clinical Documentation Improvement Specialist for Fraser Health (Burnaby Hospital)

Provides education on clinical information systems and related procedures to ensure Health Organization administrative and clinical staff capture the most accurate and up to date patient information

Roles include :

- [Clinical Documentation Improvement Specialist \(Coding\)](#)

# Content Compliance and Education Clinical Document Improvement Specialist (Coding)

Salary range: \$31.84 to \$39.72/hour (April 2019)

*“Our goal is to have documentation that reflects the patient’s journey as accurately as possible. It’s fulfilling working with stakeholders, including physicians and various clinical teams, to get there.”*

Rita, VCH, PHSA and PHC



## Role Summary

The **Clinical Documentation Improvement Specialist** is responsible for leading clinical documentation improvement strategies by providing education to meet the ongoing needs of relevant and complete documentation within the patient health record.

### Is this role for me?

You develop clinical documentation education materials to engage and train clinicians and allied health in best clinical documentation practices. You embrace being the subject matter expert and have a passion for teaching. You also understand the importance of quality documentation on patient care, organizational decision making, quality improvement and national benchmarking.

### How can I get here?

The Health Information Management (HIM) program can typically be completed in two years (full-time) or four years (part-time).

## Qualifications

- Graduate of approved Health Information Management program and Canadian Health Information Management Association (CHIMA) certified
- Five years’ recent, related experience, including two years’ experience in International Classification of Diseases (ICD-10) coding, and two years’ experience in data quality assurance management or as a system application coordinator in a data management environment or in data reporting analysis
- Leadership/supervisory experience or equivalent combination of education, training and experience



## Communication & Facilitation Documentation skills

# Access & Disclosure



Theresa, Gerrylyn and Melanie, ROI at Royal Columbian Hospital

This service protects data and information privacy for consumers, providers, users and the organization. It manages access and disclosure of Personal Health Information from organizational systems

Roles include :

- [Release of Information Clerk](#)

## Release of Information Clerk

Salary range: \$23.26/hour (April 2019)

*“I provide patients, their families and legal representatives access to their health information while respecting privacy and confidentiality. My motto is service with a smile while exemplifying integrity, quality and excellence in providing patient information.”*

Naseem, Burnaby Hospital



### Role Summary

The **Release Of Information (ROI) Clerk** responds to requests and inquiries regarding requests for patient/client information. They provide guidance to other staff involved with the disclosure of confidential patient information to ensure that the information continues to be safeguarded and is only disclosed to authorized requestors in accordance with B.C. legislation and HIM policies and procedures.

### Is this role for me?

You are able to work independently, while also being able to communicate with patients and external clients such as WorkSafeBC, police, other hospitals and physician’s offices. You are comfortable with key legal and privacy terminology and are able to apply understanding about the right to access health information and the need for confidentiality. You are focused on providing excellent customer service and bring positivity and attention to detail. You act with integrity to ensure that information is safeguarded and is only disclosed when appropriate.

### How can I get here?

The release of Information certificate course and medical terminology course are requirements that can be taken in various institutions.

### Qualifications

- Grade 12, plus successful completion of courses related to release of information and two years’ recent, related experience or an equivalent combination of education, training and experience.
- Keyboarding test (45 w.p.m.)
- Medical terminology test



**Communication & Facilitation**  
**Organized & Detail-oriented**  
**Problem-solving & Analytical**

# Technical Analysis



Sharon, Linda and Nendi: System Specialists, Health Records at the Shared Services Facility, Langley

This service provides primary support of computer application(s). Determines and documents all system issues requiring escalation, acts as a liaison with application vendors and groups for issues such as dictionary building, interfaces, and integration with other clinical information systems as well as designing reports

Roles include :

- [Systems Specialist, Health Records](#)
- [Systems Application Coordinator \(HEU\)](#)
- [Coding Application Specialist \(HSA\)](#)

## Technical Analysis Systems Specialist, Health Records(HSA)

Salary range: \$31.84 to \$39.72/hour (April 2019)

*"I like the collaboration of working with clinical teams and being a conduit for change. Our work means that the right clinical form can be found in the right place for the right purpose."*

Linda, Fraser Health (Support Services Facility)



### Role Summary

The **Systems Specialist, Health Records** provides primary end-user support for records management applications. You liaise with various technical teams to develop, implement and maintain applications.

### Is this role for me?

Your work involves participating in system upgrades, testing new systems and devices (like scanners), building a new electronic clinical forms, updating data dictionaries, creating reports, as well as updating system-related documentation. You also enjoy troubleshooting and take pride in your role as a subject matter expert in health record professional practice matters.

### How can I get here?

The Health Information Management (HIM) program can be completed in two years (full-time) or four years (part-time).

### Qualifications

- Graduate of an approved Health Information Management program and Canadian Health Information Management Association (CHIMA) certified
- Four years' recent, related experience as a Health Record Administrator in a multi-service facility, including two years as a data analyst or systems application coordinator, or an equivalent combination of education, training and experience



**Technical Analysis  
Communication & Facilitation  
Documentation Skills**

# Technical Analysis System Application Coordinator (HEU)

Salary range: \$38.89 (April 2019)

*“I work closely with clerical and clinical staff at outpatient clinics across Fraser Health to set up and maintain Community Wide Scheduling to facilitate efficient patient scheduling.”*

Nicky, with Neeraj (left) and JT (right), Support Services Facility



## Role Summary

The **System Application Coordinator** provides primary end-user support for transcription, registration, scheduling and/or coding applications. You liaise with various technical teams to develop, implement and maintain the applications.

## Is this role for me?

Your work involves participating in system upgrades, testing new systems and devices, like scanners, building new electronic clinical forms, updating data dictionaries, creating reports, as well as updating system related documentation. You are a subject matter expert in systems and health record professional practice matters and you enjoy troubleshooting.

## How can I get here?

The Computer Science diploma program can typically be completed in two years (full-time) or four years (part-time).

## Qualifications

- Degree or diploma in Computer Science or equivalent
- Three years of recent related experience or equivalent combination of education, training and experience



**Technical Analysis  
Communication & Facilitation  
Documentation Skills**

# Technical Analysis Coding Application Specialist (HSA)

Salary range: \$31.84 to \$39.72/hour (April 2019)

“I work with the Abstracting software vendor to ensure the system is operating smoothly so that coders can efficiently conduct their work. I really enjoy troubleshooting and finding new solutions.”

Angie, Fraser Health (Royal Columbian Hospital)



## Role Summary

The **Coding Application Specialist** provides primary end-user support for coding applications. You oversee the system utilization for the designated areas, as well as develop policies, procedures and standards for application use.

## Is this role for me?

You take part in system upgrades, integration testing, and provide system support, such as first-line troubleshooting. You are the primary contact and liaison for HIM staff, system stakeholders and vendors to ensure systems meet business requirements. You also provide user support and training, report design/development and work on projects related to new applications and system upgrade/changes.

## How can I get here?

The Health Information Management (HIM) program can be completed in two years (full time) or four years (part-time).

## Qualifications

- Graduate of an approved Health Record Administrator program and Canadian Health Information Management Association (CHIMA) certified.
- Five years' experience as a Health Record Administrator in a multi-service facility, including two years as a data analyst and one year as a Coder, or an equivalent combination of education, training and experience.



**Technical Analysis**  
**Communication & Facilitation**  
**Documentation Skills**

# Combined Roles



Dolores, Sechelt Hospital

Provides combined duties from two or more roles in order to meet the fluctuating needs of the service

Roles include:

- [Clerk IV, Registration/Health Records](#)
- [Clerk, Registration/Switchboard](#)
- [Clerk, Switchboard/Registration/Health Records](#)
- [Release of Information/Record Completion Clerk](#)

## Combined Roles

# Clerk IV, Registration/Health Records or Records Completion

Salary range: \$22.49/hour (April 2019)

*"I take pride in my job, whether it's being the first point of contact for patients in Registration, or helping make sure patient information is organized and easily available when care teams need it in Records Management."*

Ikbal, Ridge Meadows Hospital

## Role Summary

The **Clerk IV, Registration/Health Records or Records Completion** performs a variety of registration and records processing functions, including registering patients, processing preadmissions, admissions and discharges. They also perform records processing and completion duties as needed.

*This role includes: Registration/Health Records (CGH), Registration/Records Completion (BH, DH, ERH and RMH).*

## Is this role for me?

You're versatile and knowledgeable in registration and records management processes and workflows. You're able to work independently in a fast-paced environment. You recognize the importance of good customer service as you support clinical teams and help patients, their family and visitors. Your ability to communicate effectively, both verbally and in keyboarding, is essential.

## How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.



## Qualifications

- Grade 12, plus two years' recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation**  
**Organized & Detail-oriented**  
**Problem-solving & Analytical**

## Clerk, Registration/ Switchboard

Salary range: \$22.89/ hour (April 2019)

*“Whether it’s in-person or on the phone, I love helping people get the care they need. And I like working in a fast-paced environment like the ER. No day is the same.”*

Destiny, Squamish General Hospital



### Role Summary

The **Clerk, Switchboard/Registration** performs a variety of switchboard and registration functions, including operating the computerized telephone exchange and registering patients in the computerized admission/discharge/transfer system. This role also performs other related duties as required.

*This role is available at Squamish General Hospital and Pemberton Health Centre.*

### Is this role for me?

You’re able to work independently in a fast-paced environment. You recognize the importance of good customer service as you support clinical teams and help patients, their family and visitors. Your ability to communicate effectively, both verbally and in keyboarding, is essential.

### How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

### Qualifications

- Grade 12 and two years’ recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation  
Organized & Detail-oriented**

# Clerk, Health Records/ Switchboard/ Registration

Salary range: \$22.89/ hour (April 2019)

*“Because I work in a smaller hospital in a rural setting, there’s a large variety of tasks in my role. This makes my job interesting and challenging – there’s never a dull day.”*

Tracy, Powell River General Hospital



## Role Summary

The **Clerk, Switchboard/Registration/Health Records** performs a variety of switchboard, registration and records processing functions. This includes operating the computerized telephone exchange, registering patients in the computerized admission/discharge/transfer system, and records processing duties that can include: assembly, filing and verifying/correcting patient information. *This role is available at: Powell River General Hospital and Sechelt Hospital.*

## Is this role for me?

You’re versatile and knowledgeable in registration and records management processes and workflows. You’re able to work independently in a fast-paced environment. You recognize the importance of good customer service as you support clinical teams and help patients, their family and visitors. Your ability to communicate effectively, both verbally and in keyboarding, is essential.

## How can I get here?

Training can include a certificate in Hospital Support Specialist or Medical Office Assistant. Both are typically six-months to one-year programs. Medical terminology is a requirement and can be taken as a specific course in various institutions.

## Qualifications

- Grade 12 and two years’ recent, related experience or an equivalent combination of education, training and experience
- Medical terminology test
- Keyboarding test (45 w.p.m.)



**Communication & Facilitation  
Organized & Detail-oriented  
Problem-solving & Analytical**

## Combined Roles Release of Information Clerk/Record Completion Clerk

Salary range: \$23.26/hour (April 2019)

*"I appreciate the variety of working in two different roles and it lets me give extra support around our department when it's needed."*

Harvey, Langley Memorial Hospital



### Role Summary

The **Release of Information/Record Completion Clerk** responds to requests and inquiries regarding requests for patient/client information. They also perform quantitative analysis on patient records and maintain the record completion system in accordance with departmental policies, procedures and standards.

*This role is available at: ARH, JPOCSC, LMH, PAH and SMH.*

### Is this role for me?

You are able to work independently, while also being able to communicate with patients and external clients. You are focused on providing excellent customer service and bring positivity and attention to detail. You act with integrity to ensure that information is safeguarded and is only disclosed when appropriate. You're driven to ensure that the patient's record is complete for continuity of care.

### How can I get here?

The release of Information certificate course and medical terminology course are requirements that can be taken in various institutions.

### Qualifications

- Grade 12, plus successful completion of courses related to release of information and two years' recent, related experience or an equivalent combination of education, training and experience.
- Keyboarding test (45 w.p.m.)
- Medical terminology test



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