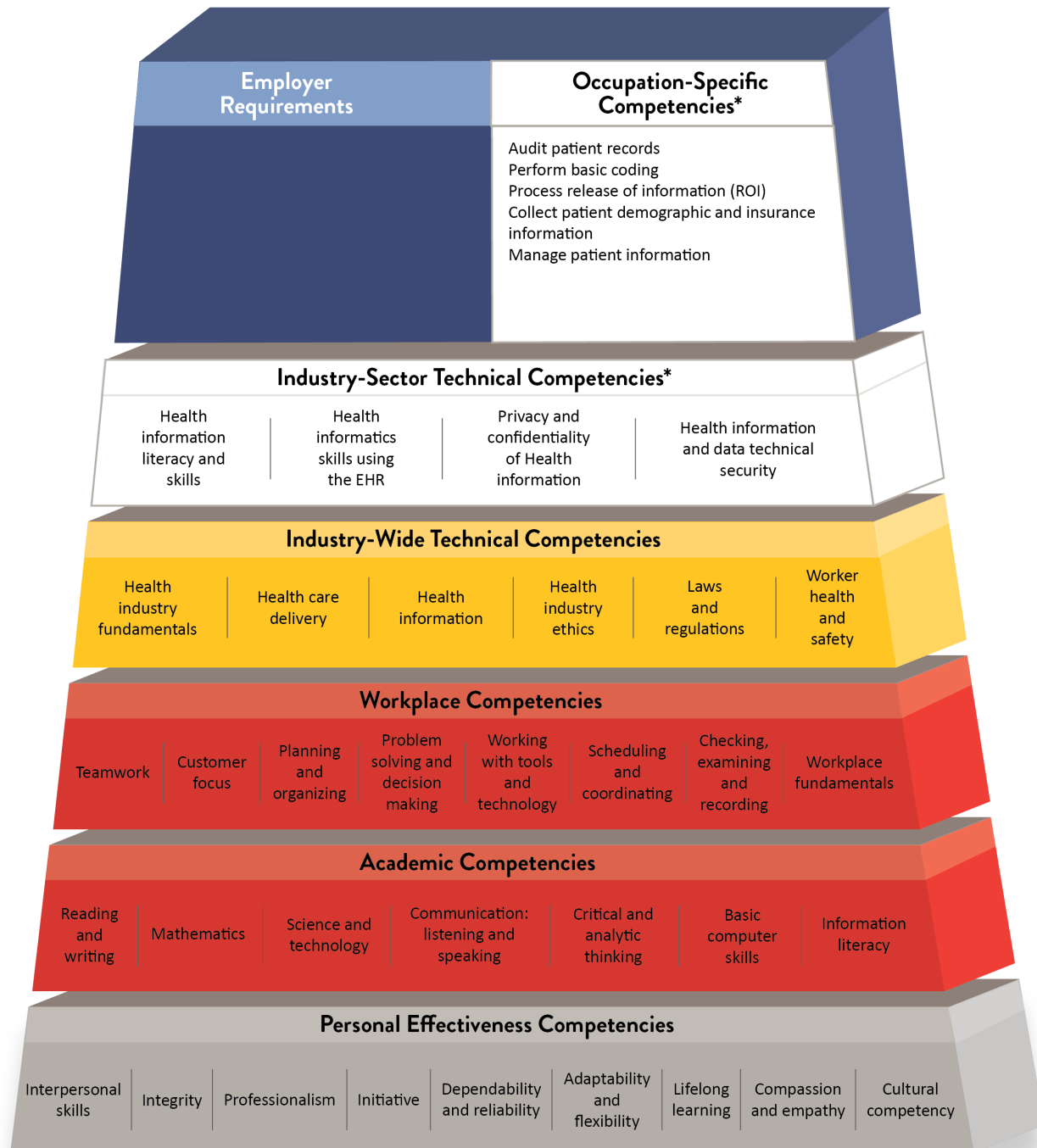


# Minnesota Dual-Training Pipeline

## Competency Model for Health Care Services

### Occupation: Electronic Health Records Specialist



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Electronic Health Records Specialist

**Electronic Health Records Specialist** – An individual responsible for compiling, processing, and maintaining medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. These individuals process, maintain, compile and report patient information for health requirements and standards in a manner consistent with the healthcare industry’s numerical coding system.

### Industry-Sector Technical Competencies

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee’s current or intended occupation.

- **Health information literacy and skills** – Understand the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.
- **Health informatics skills using the EHR** – Understand that informatics is the science of computer information systems and involves the practice of information processing and the engineering of information systems. The field considers the interaction between humans and information alongside the construction of interfaces, organizations, technologies, and systems. Health informatics focus on health and medical records.
- **Privacy and confidentiality of health information** – Understand that confidentiality involves a set of rules that limits access or places restrictions on certain types of health information.
- **Health information and data technical security** – Know the practice of preventing unauthorized access, use, disclosure, disruption, modification, inspection, recording or destruction of information.

### Occupation-Specific Competencies

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Audit patient records** – Understand the goals of an audit are to provide efficient and better delivery of care and to improve the financial health of your medical provider; medical record audits specifically target and evaluate procedural and diagnosis code selection as determined by physician documentation.
- **Perform basic coding** – Understand a process that leads from an original formulation of a computing problem to executable computer programs.
- **Process release of information (ROI)** – Understand that a release of information department exists in every medical organization. HIPAA (Health Insurance Portability and Accountability Act) and State guidelines strongly direct the rules and regulations of patient information. ROI departments perform such tasks as obtaining patient consent, certifying medical records, and deciding what information can be released.
- **Collect patient demographic and insurance information** – Understand that EHRs are often responsible for collecting this information, which includes name, date of birth, address, phone number, doctor information, social security number, and sex. Patient demographic information also contains guarantors or emergency contact information, and health insurance provider information.
- **Manage patient information** – Understand that patient information includes any documentation required for the diagnosis, treatment, and follow-up with patient, and is typically more specific to an individual's physical and mental well-being.

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