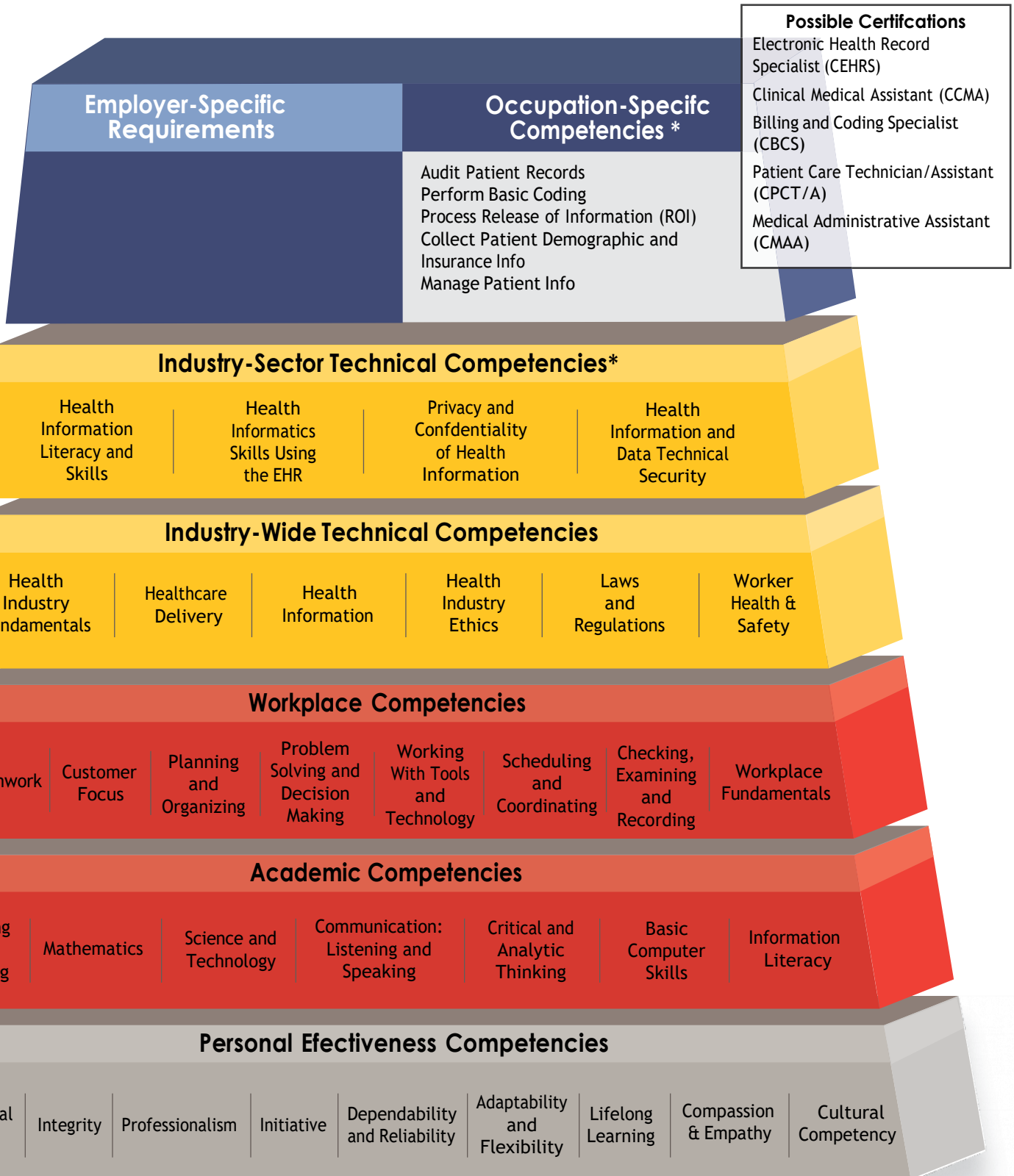


Minnesota Dual-Training Pipeline

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 Health Care Services

Electronic Health Records Specialists

Electronic Health Records Specialists are responsible for compiling, processing, and maintaining medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, and legal 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.

Other occupational titles include:

- Medical Records Coordinator
- Medical Records Technician (Medical Records Tech)
- Health Information Clerk
- Medical Records Clerk
- Registered Health Information Technician (RHIT)
- Medical Records Analyst
- Health Information Technician (Health Information Tech)
- Health Information Specialist

Industry-Sector Technical Competencies

- Health Information Literacy and Skills – 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 – 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 – Confidentiality involves a set of rules of a promise that limits access or places restrictions on certain types of health information.
- Health Information and Data Technical Security – the practice of preventing unauthorized access, use, disclosure, disruption, modification, inspection, recording or destruction of information.
- Health Industry Fundamentals – EHR Specialists must have solid working knowledge of the fundamentals of the health care industry, including insurance processes, health care organizational structure, and other legal and operational elements in the industry.

- Healthcare Delivery Services – the maintenance of improvement of health via the diagnosis, treatment, and prevention of disease, illness, injury and other physical and mental impairments in human beings.
- Health Information – the data related to a person’s medical history, including symptoms, diagnoses, procedures, and outcomes. Records include patient histories, lab results, x-rays, clinical information and notes.
- Health Industry Ethics – Issues involving ethical behavior, often concerning managers; a system of moral principles that apply values to the practice of clinical medicine in scientific research. Medical ethics allow for people, regardless of race, gender, or religion to be guaranteed quality and principled care.
- Laws and Regulations – the federal, state, and local law, rules, regulations and other jurisprudence among providers, payers and vendors to the health care industry and its patients and delivery of health care services, all with an emphasis on operations, regulatory and transactional legal issues.
- Worker Health and Safety – the safety, health and welfare of people engaged in work or employment; the goals include fostering a safe and health work environment. HER specialists may be called upon to release mandated records related to worker’s compensation claims, etc.

Occupation-Specific Competencies

- Audit Patient Records – 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 – a process that leads from an original formulation of a computing problem to executable computer programs.
- Process Release of Information (ROI) – a release of information department exists in every medical organization. HIPAA 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 – 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 – 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.

Possible Certification(s)

Electronic Health Record Specialist (CEHRS)

Clinical Medical Assistant (CCMA)

Billing and Coding Specialist (CMCS)

Patient Care Technician/Assistant (CPCT/A)

Medical Administrative Assistant (CMAA)

Electronic Health Records Specialist Training Plan

	List Course/Training Name and Title	Description of Courses and/or Training Program	List Responsible Provider: Company, College, Trainer, or other	Anticipated Completion Date
<i>Related Instruction Competencies</i>				
Health Industry Fundamentals				
Healthcare Delivery				
Health Information				
Health Industry Ethics				
Laws and Regulations				
Worker Health and Safety				
Health Information Literacy and Skills				
Health Informatics Skills using the Electronic Health Records				
Privacy and Confidentiality of Health Information				
Health Information and Data Technical Security				

<i>On-The-Job Training Competencies</i>				
Audit Patient Records				
Perform Basic Coding				
Process Release of Information (ROI)				
Collect Patient Demographic and Insurance Information				
Manage Patient Information				