



**HSA**  
Committed to *Caring* for You



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

**We invite applications for the following position:**

**HEALTH INFORMATION MANAGEMENT OFFICER**

**Salary range: CI\$44,700 to CI\$60,108 per annum**

**The Health Information Management Officer (HIM) maintains patients' confidential medical records in electronic and paper-based systems ensuring that the quality of the record is complete by careful analysis of accuracy and appropriate entries.**

**Primary Responsibilities:** The successful candidate maintains all patient records in the hospital systems (manual & electronic) that safeguards the privacy and security of patient confidential medical information. He/she anticipates, plans and initiates archiving of records in accordance with retention policies and schedules. Also Analyses all discharged patient records for completeness, including timeliness and accuracy according to policy and industry standards. The candidate reviews and verifies all entries made by physicians and other patient care providers to ensure completeness, including timeliness and accuracy, according to policy, industry standards and adherence with established protocol. This includes ensuring proper authorization, including ID verification prior to releasing of information. The candidate receives and process requests for "Release of Information" as per policy for patients, attorneys, private physicians and health care providers, insurance companies and law enforcement. Also records and maintains vital statistical data.

**Qualifications and Experience:** The successful candidate should have an Associate's Degree preferably in Health Information Technology, Business Administration, or a related field; certification as a Registered Health Information Technician is preferred where a Medical Coding and Billing Certificate would be an asset. Must have a minimum of three (3) years working experience in a hospital or physician medical records department **OR** a High School graduate with five (5) years' experience in a hospital or physician medical records department specifically handling extensive filing and coding systems that entail confidential and sensitive information. Knowledge of medical terminology, patient registration system, hospital revenue cycle, health insurance practices, industry regulatory requirements and Data Protection and Privacy Laws and Regulations would be an asset.

**A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these post.**

**NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to [hsa.jobs@hsa.ky](mailto:hsa.jobs@hsa.ky) using pdf format. Log on to our website at [www.hsa.ky](http://www.hsa.ky) to access Application Form and Job Description.**

**Application Deadline: November 10, 2024**

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## Job Description

<b>Job title</b>	<i>HIM Officer</i>	<b>Job Holder</b>	<i>Vacant</i>
<b>Reports to</b>	<i>HIM/Coding Manager</i>	<b>Section</b>	<i>Health Information Management</i>

### Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

This position plays a vital role in the HSA by ensuring the maintenance of complete confidential patient medical records and the delivery of an efficient health information management (HIM) service. This HIM Department supports patient care, statistics, financial reimbursement, strategic planning and decision-making while being compliant with industry standards, local laws, data protection and organizational policies, procedures, and goals.

### Job purpose

The HIM Officer maintains patients’ confidential medical records in electronic and paper-based systems ensuring that the quality of the record is complete by careful analysis of the paper and electronic record for accuracy and appropriate entries. HIM Officers create new medical records and retrieves existing medical records by gathering appropriate record folders and contents; assigning and recording new record numbers; verifying existing record numbers; inputting and recording locations to computer; delivering and collecting records from clinics and providers.

### Dimensions

- The post-holder has no supervisory responsibilities.
- Handles approximately 300-350 patient files (electronic & paper based) daily.

### Duties and responsibilities

#### Records systems maintenance:

- Maintains all patient records in the hospital systems (manual & electronic) that safeguard the privacy and security of patient confidential medical information.
  - Anticipates, plans and initiates archiving of records in accordance with retention policies and schedules.
  - Locates record, updates tracking/locator system and prepares paper charts for clinics and all pre-booked appointments one day in advance
  - Locates, updates tracking system and deliver medical records to patient care providers upon request
  - Maintains electronic chart locator/tracking system
  - Ensures Name Changes, including amendments to spelling, are updated in the system(s) as per policy and supporting documentation.

Ensures that Medical Records are returned to the department on the same day, processed for future use and filed correctly back into units.

- Files paper based medical records, diagnostic test results, radiology reports, other reports and loose material for patients and various doctors or sections as may be assigned.
- Initiates the medical record by creating and processing the patient care record folder all newly admitted patients;

### **Records Quality Analysis:**

- Analyzes all discharged patient records for completeness, including timeliness and accuracy, according to policy and industry standards
  - Reviews and verifies all entries made by physicians and other patient care providers to ensure completeness, including timeliness and accuracy, according to policy, industry standards and adherence with established protocol
  - Prepare Deficiency Notices for incomplete documentation and routes to appropriate physician
  - Consistently follow-up delinquent/deficient physicians to ensure timely completion of records
  - Report outstanding delinquencies where necessary
  - Responds to queries from and assists Medical Staff and other patient care providers on documentation standards and completion of records
  - Maintains established work productivity standards
  - Investigates and resolves problems related to records completion
  - Abstracts and retrieves medical data used for evaluation, planning and research, health care, health related programs and / or medical investigations
  - Assist with the development and preparation of statistical reports required by external agencies and regulatory authorities.

### **Management of Information**

- Reviews requests for patient information to ensure proper authorization, including ID verification prior to releasing of information.
  - Obtain approval for release and process all requests for release of confidential information according to policy
  - Liaise/communicate with patients/clients on status of their requests, in writing or verbally
    - Updates Chart Locator System
  - Prepares Invoice for billing of reports and copies of records

### **Release of Information (ROI)**

- Receive & Process request for Release of Information requests as per policy for patients, attorneys, private physicians and health care providers, insurance companies and law enforcement.
  - Receive and process all incoming requests for medical certificates and statements for Law Enforcement Officers and Legal Department pertinent to criminal proceedings in adherence with established protocol and policy.
  - Accept and process summons for court appearance by physicians according to set criteria.
  - Investigate and resolve problems/delays related to ROI requests.
  - Responds to inquiries from physicians, staff, and Law Enforcement Agencies regarding release of information.
  - Liaise with Physicians, Legal department and the Judiciary regarding court appearances by Physicians.

### **Record and maintain vital statistical data**

**Live Births** ○ Reviews and verifies accuracy and completeness of all Live Birth Registration documents  
○ Reports Live Births to General Registry bi-weekly as per policy

#### **Deaths**

- Receives notice of death internally or from funeral home
- Process Notification of Death Form as per policy and protocol
- Process Burial Order as per policy and obtain relevant signatures for release
- Release completed Burial Order to attending Funeral Home

- Report Notification of Deaths to General Registry bi-weekly as per policy

## Qualifications, Experience & Skills Requirement

### Education

The post-holder should have an Associate's Degree preferably in Health Information Technology, Business Administration, or a related field; certification as a Registered Health Information Technician is preferred where a Medical Coding and Billing Certificate would be an asset.

A minimum of three (3) years' working experience in a hospital or physician office medical records department. Knowledge of medical terminology, patient registration system, hospital revenue cycle, health insurance practices and industry regulatory requirements and Data Protection and Privacy Laws and Regulations would be an asset

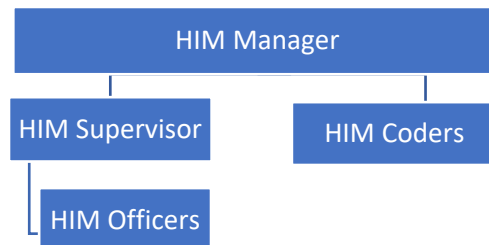
### OR

A High School graduate with five (5) years administration experience working in a large office/organization specifically handling extensive filing and coding systems that entail confidential and sensitive information. Knowledge of Data Protection and Privacy Laws and Regulations would be an asset.

### Skills

- Excellent Customer Service and people skills
- Ability to work under pressure re: high volume of requests
- Excellent verbal and written communication skills
- Proficiency in Microsoft Office

## Reporting Relationship



## Direct reports

The post-holder does not have any direct reports.

## Other Working Relationships

Includes but is not limited to the following:

Internal	External
Clinical Staff (Physicians, Nurses, EMT's)	Private Physicians
Medical Social Worker	Insurance Providers
Patient Services Manager	Patients
Patient Financial Services	Private Hospitals
Information Systems	Overseas Medical Facilities
Physiotherapy	Attorneys
Diagnostic services - Laboratory - Radiology	Government Agencies <ul style="list-style-type: none"> <li>○ <i>RCIPS</i></li> <li>○ <i>MASH</i></li> <li>○ <i>DCFS</i></li> <li>○ <i>Needs Assessment Unit</i></li> <li>○ <i>CINICO</i></li> <li>○ <i>Judicial Department</i></li> <li>○ <i>Director of Public Prosecutions</i></li> </ul>

## Decision Making Authority and Controls

The post-holder will organize and plan their work within the guidelines given by the HIM Manager but will adhere to the established turnaround time and delivery of output.

The post-holder will make day-to-day decisions on routine matters pertaining to daily operations, but must refer matters concerning organizational policy, especially as it relates to the release of information, to the HIM Manager.

## Working conditions

This job entails shift work, weekend work to service the internal and external customers.

This job involves frequent contact with patients, physicians, nurses, and other health care professionals from various backgrounds and cultures and requires a high level of tolerance and empathy.

## Physical requirements

Must be able to lift up to 10lbs and reach, and bend to retrieve medical record docket.

Physical fatigue from frequent transport of records, prolonged periods of standing and improper storage conditions.

This job is fast paced and demanding with pressures coming from health care professionals, external agencies and patients to provide records, including archived records, in a short period of time.

Visual fatigue from continued use of computer screen in Analysis of Records.

Mental and emotional fatigue as a result of direct customer service in ROI

### **Problem/Key Features**

Overcrowding of some department's records at times due to physical storage and lack of electronic storage.

### **Evaluation Metrics**

Turnaround time:

- Police Reports
- Records request
- Assembly and Analysis
- Accuracy of Analysis

<b>Approved by:</b>	<i>HIM Manager</i>
<b>Date approved:</b>	<i>JULY 2022</i>
<b>Reviewed:</b>	
<b>Next Review</b>	
<b>Manager's Signature:</b>	
<b>Date:</b>	
<b>Employee's Signature:</b>	
<b>Date:</b>	