

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**DUTY STATEMENT**

RPA

EFFECTIVE DATE:

CDCR INSTITUTION OR DEPARTMENT Sierra Conservation Center		POSITION NUMBER (Agency – Unit – Class – Serial)	
UNIT NAME AND CITY LOCATED Medical Administration, Jamestown		CLASS TITLE Health Records Technician II (Supervisory)	
WORKING DAYS AND WORKING HOURS 8 a.m. to 4 p.m. (Approximate only for FLSA exempt classifications) Monday through Friday, S/S/H off		SPECIFIC LOCATION ASSIGNED TO Inmate Medical Scheduling and Tracking System (IMSATS)	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency – Unit – Class – Serial) 188-213-1887-002	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.			
Under the general direction of the Correctional Health Services Administrator I, the HRT II will direct 10 to 12 Office Technician staff who are responsible for scheduling all medical appointments. The HRT II must train, supervise, and manage workload. The HRT II must also monitor activity in the program to evaluate backlogs, raise policy concerns and develop new processes as needed to facilitate timely access to care for patients. The current scheduling system used is the Inmate Medical Scheduling and Tracking System.			
% of time performing duties		Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>	
ESSENTIAL FUNCTIONS			
50%	Plan, direct and monitor the work on 10-12 Office Technician Staff that develop schedules for all outpatient medical services, including doctor lines, specialty services (on site and off site), emergency room visits, urgent care, new arrivals, etc.		
15%	Implement processes to meet the requirements of the inmate medical policies and procedures in terms of the types of appointments that are required, such as appointments pending specialty appointments or intake appointments for new arrivals.		
15%	Produce monthly reports and audits including the Key Indicator Report, Doctor Line Status Reports, Specialty Services Detail Reports, and other reports as requested by Headquarters' or Institution Management.		
10%	Train staff on existing policies, policy changes and train new staff on the scheduling program.		
5%	Complete employee probation and performance appraisals		
5%	Maintain a safe and secure environment by following all safety and Universal precautions, report any unsafe equipment or situations and have knowledge of emergency and fire procedures.		

DUTY STATEMENT

KNOWLEDGE AND ABILITIES

Knowledge of: Basic medical terminology, human terminology and human anatomy; health record systems and methodology used by health facilities; classification of morbidity and mortality information for statistical purposes. In addition to the above, must possess a detailed knowledge of the various record systems used by health facilities; diagnostic techniques and modes of therapy as well as gross anatomy and medical terminology; an understanding of the principles of effective supervision and maintenance of good public relations; the Department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Understand and conform to specific basic principles and rules of health data abstracting and coding; meet and deal tactfully with the public; communicate effectively; and benefit from academic and in-service training and job experience. In addition to the above, must have the ability to analyze situations accurately and take effective action; plan, organize, train and direct the activities of a group of health record technicians; and effectively contribute to the Department's affirmative action objectives.

DESIRABLE QUALIFICATION: Willingness to work at state correctional facilities; demonstrated leadership ability; aptitude for working with inmates who are acutely ill, infirm, visually impaired, have an emotional disorder, or who are mealy or developmentally disorder offenders; and demonstrate emotional stability, patience, tact and alertness.

SPECIAL PHYSICAL CHARACTERISTICS: Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.

The following is a definition of on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday
Frequently: Involves 1/3 to 2/3 of a workday
Occasionally: Involves 1/3 or less of a workday
N/A: Activity or condition is not applicable

Standing: Constantly – stands for periods of time to file/refile, at the copy machine, and other office machines.

Walking: Constantly – has to walk throughout Institution on uneven, sometimes rough terrain – including walking up and down ramps and slopes.

Sitting: Constantly – at a desk or computer table. There is a flexibility for movement on a frequent basis to break sitting with standing and walking.

Lifting: Constantly–lifts files weighing a few ounces and rarely files weighing up to 50 lbs.

Carrying: Constantly – this activity can be considered to require the same physical demands as lifting.

Stooping/Bending/Kneeling/Crouching: Constantly– stretches, stoops/bends, kneels, and crouches to pull/refile documents from the lower shelves in filing cabinets.

Reaching in Front of Body: Constantly–will be utilizing a keyboard and reaching for items such as the telephone, files and supply boxes.

Reaching Overhead: Frequently – reaches overhead to retrieve objects from the top shelf of the file cabinet.

Climbing: Frequently – climbs when using the step stool to reach objects. Climbs steps throughout the

institution during performance of regular work responsibilities.

Balancing: Frequently – balances when using the step stool, stairs or lifts.

Pushing/Pulling: Constantly – has to push/pull to open file drawers, desk drawers, carts and racks.

Fine Finger Dexterity: Constantly – will use fine-finger dexterity to write information onto documents and to type information into the computer, manipulate equipment such as a fax machine or telephone.

Hand/Wrist Movement: Constantly – uses hands and wrists in the handling of documents and files, typing, data entry and writing.

Crawling: N/A

Driving: Occasionally

Sight/Hearing/Speech/Writing Ability: Adequate vision and hearing, as well as the ability to write and speak clearly, are required to effectively perform the essential job duties. The incumbent will frequently use hearing, speech and written language to interface with staff, visitors, patients and community.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: The incumbent may at any time utilize a computer, a printer, a telephone, vertical filing cabinets, copy machines, shredder, fax machine, typewriter, and the usual office supplies.

Information for this document was obtained by reviewing the State Personnel Board specification for this classification and by observation of the duties as they are currently being performed.

GENERAL POST ORDER / DUTY STATEMENT ADDENDUM

General requirements: Inmates/patients with disabilities are entitled to reasonable modifications and accommodations to CDCR policies, procedures, and physical plant to facilitate effective access to CDCR programs, services, and activities. These modifications and accommodations might include, but are not limited to, the following:

- measures to ensure effective communication (see below);
- housing accommodations such as wheelchair accessible cells, medical beds for inmates/patients who cannot be safely housed in general population due to their disabilities, dorm housing, or ground floor or lower bunk housing;
- health care appliances such as canes, crutches, walkers, wheelchairs, glasses, and hearing aids; and
- work rules that allow the inmate/patient to have a job consistent with his/her disabilities.

Medical staff shall provide appropriate evaluations of the extent and nature of inmates' disabilities to determine the reasonableness of requested accommodations and modifications.

Equally Effective Communication: The Americans with Disabilities Act (ADA) and the *Armstrong* Remedial Plan require CDCR to ensure that communication with individuals with disabilities is equally effective as with others.

- Staff must identify inmates/patients with disabilities prior to their appointments.
- Staff must dedicate additional time and/or resources as needed to ensure equally effective communication with inmates/patients who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Effective communication measures might include slower and simpler speech, sign language interpreters, reading written documents aloud, and scribing for the inmates/patient. Consult the ADA Coordinator for information or assistance.
- Staff must give primary consideration to the preferred method of communication of the individual with a disability.
- Effective communication is particularly important in health care delivery settings. At all clinical contacts, medical staff must document whether the inmate/patient understood the communication, the basis for that determination, and how the determination was made. A good technique is asking the inmate/patient to explain what was communicated in his or her own words. It is not effective to ask "yes or no" questions; the inmate/patient must provide a substantive response indicating understanding of the matters that were communicated.

- Staff must obtain the services of a qualified sign language interpreter for medical consultations when sign language is the inmates/patients' primary or only means of communication. An interpreter need not be provided if an inmate/patient knowingly and intelligently waives the assistance, or in an emergency situation when delay would pose a safety or security risk, in which case staff shall use the most effective means of communication available such as written notes.

DECS: The Disability Effective Communication System (DECS) contains information about inmate/patients with disabilities. Every institution has DECS access and staff must review the information it contains in making housing determinations and providing effective communication.

Housing Restrictions: All inmate/patients shall be housed in accordance with their documented housing restrictions such as lower bunks, ground floor housing, and wheelchair accessible housing, as noted in DECS and their central and medical files. All staff making housing determinations shall ensure that inmate/patients are housed appropriately.

Prescribed Health Care Appliances (including Dental Appliances): Staff (health or security) shall not deny or deprive prescribed health care appliances to any inmate/patient for whom it is indicated unless (a) a physician/dentist has determined it is no longer necessary or appropriate for that inmate/patient, or (b) documented safety or security concerns regarding that inmate/patient require that possession of the health care appliance be disapproved. If a safety or security concern arises, a physician, dentist, Health Care Manager, or Chief Medical Officer shall be consulted immediately to determine appropriate action to accommodate the inmate/patient's needs.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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