

State of California
DUTY STATEMENT



MSH3002 (Rev. 02/2020)

RPA Control No.#	C&P Analyst Approval FA	Date 5.28.2024
------------------	----------------------------	-------------------

Employee Name		Division Department of State Hospitals-Metropolitan		
Position No / Agency-Unit-Class-Serial		Unit HIMD		
Class Title Office Technician (Typing)		Location HIMD		
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID R04	WORK WEEK GROUP 2	PAY DIFFERENTIAL	OTHER

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

The Department of State Hospital’s mission is to provide evaluation and treatment in a safe and responsible manner, and seek innovation and excellence in hospital operations, across a continuum of care and settings. 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 meet these goals and provide the highest level of service possible. Your efforts to treat others fairly with dignity and respect are important to everyone with whom you work.

Under the direction of the Staff Services Manager I, the Office Technician (Typing) is responsible for performing general office duties with a high degree of self-initiative and independence and complete medical transcribing using a wide variety of technical medical terms, abbreviations, and reports of average difficulty.

% 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; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
	<u>ESSENTIAL FUNCTIONS</u>
30%	Abstract and copy health records and various documents for the Health Information Management Department, Retrieve and deliver records within the hospital. Communicate with various disciplines (in-house) to coordinate requests for documentation to be copied.
25%	Transcribe dictation from a dictation machine. Transcribing a variety of difficult medical correspondence records and reports such as: psychiatric evaluations, discharge summaries, clinic reports and other various types of consultations and medical reports. Type and transcribe accurately difficult dictation involving a variety of medical terms. Spell correctly and make necessary grammatical and punctuation corrections without changing the contextual meaning of the sentence or report.
20%	Perform a variety of general office duties, e.g., abstracting and filing records and organizing various documents, typing, and document handling and document preparation. Maintaining office supplies.

<p>20%</p>	<p>Ancillary Billings: review and analyze the collected data for billing appropriateness. Review ICD 10 & CPT codes for accuracy in accordance with CMS guidelines and NCD regulations. Enter all coded data in ADT.</p> <p>Use of the Admission, Discharge and Transfer (ADT) computer system to research and identify various patient documents for filing purposes.</p> <p>Deliver and retrieve health records between patient care areas and the Health Information Management Department. Locate, retrieve, and file health records and documentation in all record storage areas. Assist to maintain and purge files/documents in all archive areas.</p> <p><u>MARGINAL FUNCTIONS</u></p> <p>All other duties and special projects as assigned consistent with this classification. Responsible for understanding and demonstrating the Department of State Hospitals' Core Competencies:</p>
<p>5%</p>	<ul style="list-style-type: none"> • Adaptability and flexibility • Communication • Customer/Client Focus • Teamwork • Work Standards, Quality Orientation
<p>Other Information</p>	<p>SUPERVISION RECEIVED</p> <p>The Office Technician (T) is under the general supervision of the Staff Services Manager I.</p> <p>SUPERVISION EXERCISED N/A</p> <p><u>KNOWLEDGE AND ABILITIES</u></p> <p>Knowledge of: Modern office methods, supplies and equipment; technical medical terms and abbreviations; various medical forms and reports and their processing; business English and correspondence.</p> <p>Ability to: Spell correctly; read and write English at a level required for successful job performance; make arithmetical computations; follow difficult oral and written directions; evaluate situations correctly and take effective actions; perform medical clerical work of average difficulty including the ability to process large variety of medical reports and correspondence.</p> <p><u>REQUIRED COMPETENCIES</u></p> <p>PHYSICAL</p> <p>The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.</p>

- May include prolonged periods of standing, bending, sitting, kneeling, walking, stooping, squatting, crouching, and reaching.
- Talking, seeing, and hearing are essential to performing the job requirements.
- Common eye, hand and finger dexterity is required for most essential functions.
- Requires twisting, turning, grasping and making repetitive hand movements in the performance of daily duties.
- Requires both near and far vision when completing work and operating assigned equipment.
- Periodically work in patient populated areas.
- Climb up/downstairs and walk on uneven surfaces.
- Work in a confined/restricted environment.
- Use a computer keyboard several hours a day.
- Read from computer screens several hours a day.
- The job duties require an employee to work under stressful conditions.
- Must be able to function rationally, coolly and deliberately under pressure situations in order to reach the best solution.

MENTAL ABILITY

- Understand and follow safety procedures.
- Read, understand, follow and enforce safety procedures
- Understand verbal instructions
- Understand written and verbal communication.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Deal with problems involving several concrete variables in standardized situations.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR

Maintains current certification

LICENSE OR CERTIFICATION - not applicable

TRAINING - Training Category = Type II General

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and can safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date
