



<b>Job Title:</b>	<b>Release of Information (ROI) Clerk</b>
<b>Client/Contract:</b>	<b>Department of Veterans Affairs Reno</b>
<b>Location:</b>	<b>Reno, NV</b>
<b>Position type:</b>	<b>Full Time/SCA</b>
<b>Schedule:</b>	<b>Monday – Friday</b>
<b>Report to:</b>	<b>Team Lead</b>

**OVERVIEW**

The Release of Information (ROI) Clerk provides direct customer service to the Veteran, their Personal Representative or third party by providing copies of the Veteran’s PHI when a signed, written request is received or upon the Veteran’s valid authorization to a third party including but not limited to duplicating records, retrieving documents from electronic health records, duplicating work from Radiology files, and other duties as assigned. The ROI must ensure and verify only the information that the Veteran has specified be released, the information is released to only those whom the Veteran has authorized or who have legal authority to receive such information and that all applicable Federal laws, rules, and regulations regarding release of health information are followed.

**DUTIES AND RESPONSIBILITIES**

- Order, pull, and duplicating records from paper charts and or electronic health records for distribution
- Distributing work created from duplicated Radiology imaging, if requested
- Ensure valid authorization is present to complete ROI requests
- Providing customer service to VA Veterans and associates
- Duplicating records from paper charts typically includes the following processes. Actual steps may vary depending upon the client’s unique requirements:
  - receiving assembled records and matching with requests
  - reviewing the request for verification that it meets client and legal requirements for release
  - notifying client or requestor if the request is not compliant with defined requirements
  - identifying what needs to be released in accordance with request
  - disassembling the record and copying documents in accordance with request
  - notating missing dates of service or reports not available as requested on the release
  - reassembling the record and returning it to the appropriate Representative for filing
  - duplicating paper to paper or paper to electronic file for release on electronic media such as a CD
  - preparing documents to be mailed from government mail facilities
  - Work flow monitoring and performance reporting.

**REQUIREMENTS**

- High School Diploma or GED
- Familiarity with medical terminology
- Working knowledge of ROI laws
- At least 6 months of medical records experience (may include photocopying, processing, filing or ROI)
- Excellent written and verbal communication skills
- Ability to work independently, follow detailed instructions with little supervision
- Detail-oriented, Excellent customer service, Basic computer skills
- Ability to lift/carry 25 lbs
- Obtain and hold a VA Public Trust Clearance