

Health Information Specialist Tompkins County

Department: Whole Health Department

Classification: Competitive

Labor Grade: White Collar Grade 12

Approved: 1/2026

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited college or university with a Bachelor's degree; OR

B) Graduation from a regionally accredited two year college with an Associate's degree AND two (2) years full time paid experience in health information or medical records; OR

C) Any equivalent combination of training and experience as defined above.

SPECIAL REQUIREMENT:

Health information certification (RHIT/RHIA) is preferred but not required.

Must successfully complete HIPAA/confidentiality training and other relevant required trainings as required.

Tompkins County Government centers diversity, equity, and inclusion. We are committed to the empowerment of employees and residents to dismantle systemic barriers that inhibit inclusive governance and the provision of government services to all. Guided by our values of Respect, Accountability, Integrity, Equity, and Stewardship, we strive to build a workplace and community rooted in trust, belonging, and opportunity for all.

Learn more about our [Strategic Plan](#) and [Institutionalizing Equity Report](#), which embed equity across our operations.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position responsible for independently performing a wide range of health information and records management duties within Tompkins County Whole Health. The incumbent independently applies relevant health information law and guidance including HIPAA, 42 CFR Part 2, and OMH requirements including MHOTRS (14 NYCRR Part 599), PROS (14 NYCRR Part 512), and Mental Hygiene Law §41.13. Responsibilities include fulfilling timely records requests, processing collateral records requests, completing OMH PCS reporting, fulfilling insurance audits, processing subpoenas in consultation with the County Attorney, and documenting and tracking Incident Review Committee (IRC) activities and corrective actions. Work is performed under general supervision of Operational Support Services (Quality Assurance Team) with considerable latitude to exercise independent judgment and identify opportunities for process improvement. Supervision is not typically a function of this position, but there may be times when the incumbent will have to oversee a project or activity or work group.

TYPICAL WORK ACTIVITIES:

1. Records Management, Compliance, and Documentation

Manages electronic and paper health records with a high degree of accuracy and confidentiality, ensuring compliance with HIPAA, 42 CFR Part 2, OMH MHOTRS, PROS, and other regulatory requirements. Independently maintains timely, complete documentation of clinical records; completes and verifies OMH PCS reporting; protects and ensures client rights, informed consent, and confidentiality. Makes recommendations for improvements to documentation and record-keeping workflows.

2. Legal, Court-Ordered, and Regulatory Requests

Coordinates and fulfills subpoenas, CPL 730 orders, MHL transport orders (9.41, 9.45, 9.60), and other legally mandated records requests within strict deadlines. Serves as a primary liaison with judges, attorneys, law enforcement, physicians, and the County Attorney, ensuring accurate, mission-critical legal documents for court ordered proceedings.

3. Interagency Coordination and Continuity of Care

Requests and provides clinical records and collateral information from/to partner agencies and health information systems (RHIO/HealtheConnections, PSYCKES, etc.) to support continuity of care. Tracks outstanding requests, follows up as needed, and proactively facilitates referral information across divisions and teams within the Whole Health Department.

4. Client, Family, and Stakeholder Engagement

Communicates complex records processes, policies, and regulations clearly and professionally to clients, families, community agencies, and internal staff. Provides trauma-informed support, exercises de-escalation skills during tense interactions, and maintains positive working relationships across diverse stakeholder groups.

5. Operational Effectiveness and Priority Management

Effectively manages competing priorities, frequent rush requests, and interruptions from critical, time-sensitive demands directly impacting client care. Demonstrates strong operational knowledge across multiple databases, EHR systems, Microsoft Office applications, and office equipment to meet tight legal and regulatory deadlines.

6. Quality Improvement, Compliance, and Administrative Support

Tracks and maintains Incident Review Committee documentation, minutes, and corrective actions. Responsible for completing insurance audits, collaborating with billing to minimize claim denials and ensure documentation needs are met. Manages paper and electronic health records, multiple databases, Microsoft office applications and office equipment. Responsible for maintaining records retention schedules and timely destruction of protected health information. Performs duties requiring sustained visual focus and moderate physical activity, including standing, walking, lifting, and repetitive motion.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of all Federal and State regulations regarding privacy and security of protected health information;

- Thorough knowledge of how protected health information is created, stored, received, shared, transmitted and destroyed;
- Familiarity of interoperability and Health Information Exchange standards;
- Ability to understand and carry out complex oral and written instructions;
- Excellent judgement in solving complex administrative problems and maintaining relations with the public, clients, and community partners;
- Strong communication and interpersonal skills;
- Strong organizational skills, including the ability to manage high volume workload;
- Ability to work independently and autonomously; interprets regulations and initiates strategies to meet situational objectives

Originally created: January 2026

H47