



Position Title: Health Records Clerk
Position Status: Full Time
Hourly Rate of Pay: \$26.41 to 28.03
Posting No. 25-84RP
Posting Date: June 26, 2025
Deadline: Internal: July 3, 2025 at 4 pm External: Until Filled

Norfolk General Hospital is seeking a full-time Health Records Clerk reporting to the Director Health Information and Privacy Officer. The candidate is committed to championing the Hospital's Mission to relieve illness and suffering, and help people live healthier lives. You are a motivated self-starter with strong organizational, time management, interpersonal skills, and enjoy taking on challenging issues. You thrive in an ever-changing environment. Duties include, but are not limited to:

- Filing and retrieval of paper patient records, reports and information
- Quantitative analysis and processing of patient records and reports for its completeness (electronic and paper)
- Maintenance of patient record filing system in adherence to privacy legislation and retention schedule
- Process and/or provide support for internal and external inquiries/requests regarding Records Management, electronic Health Information/Records, Quality Management, and hospital policy/procedure
- Quality improvement activities related to clerical tasks and file maintenance and electronic files/forms
- Data entry, data quality and maintenance of patient record tracking processes
- Process and support electronic records management, including electronic forms and reports.

Position Qualifications:

- Canadian Health Information Management Certified, or current Health Information Management Student – final semester of the Health Information program (before graduating)
- Current member of the Canadian Health Information Management Association member in good standing
- Medical Terminology Certificate – Advanced knowledge required
- Two years' experience in a Health Records Department /Health Information Management environment
- Excellent keyboarding skills with a typing speed of 55 WPM
- Excellent working knowledge of Windows based systems with skills in Word, Excel & Outlook
- Previous experience with hospital information systems, Med2020 and Meditech and archiving/scanning patient information systems preferred
- Excellent customer relations and problem-solving skills
- Excellent communication skills and ability to interact with all disciplines
- Ability to work well with frequent interruptions and manage multiple tasks and prioritize workload
- Ability to work as a team member as well as autonomously
- Knowledge of and experience processing release of information and health information management processes
- Excellent attendance and punctual
- Demonstrated skills to manage all types of health information, including but not limited to paper, electronic, scanned, indexed, archived,
- Demonstrated ability to transition from paper to electronic forms/health information systems.
- Adherence to all health and safety policies, procedures and provisions and the recognition and reporting of unsafe hazards and work practices

Hours of Work: Must be available to work days. Must be available and flexible to work as required and provide relief coverage.

About Us

Located in Simcoe, Ontario, Norfolk General Hospital provides exceptional healthcare to a municipality of approximately 69,000 people. Our area of focus provides a continuum of service throughout the life span of the people we serve including Emergency, Critical Care, Obstetrics, Pediatrics, Medicine, Surgery, and Complex Continuing Care. Employing approximately 550 highly skilled and dedicated employees, Norfolk General Hospital continues to be a full service 120-bed hospital with round the clock on-call coverage of Specialists in Surgery, Anesthesia, Internal Medicine, and Obstetrics, as well as on-site 24 hour per day medical coverage.

How to Apply:

Interested applicants should submit a cover letter and updated resume referring to the above posting number to the Human Resources Department via email to nghhr@ngh.on.ca.

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.