



**Petersburg**  
MEDICAL CENTER

## Medical Records Report March 2025

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### **Workforce Wellness**

Our department is currently staffed with a dedicated team of professionals, including two clinic coders, one of whom assists with fulfilling extensive medical record requests, while the other manages Policy Stat for the facility and other assigned duties. Additionally, we have one clinic medical records personnel and two hospital-side coders.

Among the hospital coders, one is responsible for coding laboratory, radiology, physical therapy, occupational therapy, and other recurring rehabilitation services, as well as handling legal and extensive medical record requests. The second hospital coder oversees coding for long-term care (LTC), skilled nursing facility (SNF), inpatient acute care, emergency room visits, and foot care visits. This individual also assists with medical record requests as needed and manages the Health Information Management (HIM)/Medical Records Department.

We currently have an open position for a Medical Records/Coding Specialist. This role is intended to provide backup support for hospital-side coders and assist with medical record requests. Recently, there has been a significant increase in insurance companies requesting medical records, which has made it increasingly challenging for coders to keep up with their primary coding responsibilities.

### **Community Engagement**

Ongoing education for a healthier community! Our clinic is staffed with dedicated physicians committed to providing exceptional patient care. I appreciate our Board of Directors, Administration, and staff for their dedication to maintaining a strong, community-based medical facility.

### **Patient Centered Care**

If a patient identifies a discrepancy between the service received and the billing, we collaborate with Patient Financial Services and relevant departments to determine if additional information can be submitted to the insurance company. While adjustments are not always possible, there are instances where applying a different modifier allows for rebilling on the patient's behalf.

### **Facility**

On 3/10/2025, our department had the opportunity to tour the WERC building and observe the progress of our new office space. We are excited about this transition, as it will provide us with the ability to collaborate more frequently and strengthen our team dynamic.

### **Financial Wellness**

HIM remains committed to working collaboratively to ensure the timely completion and delivery of coding. Our team is diligently managing coding and Revenue Cycle queues to facilitate a swift turnaround.

A recent issue with Cerner was identified, where charges were not correctly dropping for clinic visits that included a radiology or lab component. This issue has now been resolved, and we are actively working to process the affected encounters efficiently.

**Submitted by:** Kim Randrup, RHIT

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