

**U.S. Office of Personnel Management
Office of Merit Systems Oversight and Effectiveness
Classification Appeals and FLSA Programs**

**Chicago Oversight Division
230 South Dearborn Street, DPN 30-6
Chicago, Illinois 60604**

**Classification Appeal Decision
Under Section 5112 of Title 5, United States Code**

Appellants: [Names of Appellants]

Representative: [Name of Representative]

Agency Classification: Medical Records Clerk, GS-675-3

Organization: Department of the Army
Medical Department Activity
Administrative Services
[Name of Division]
[Name of Branch]
[Name of Section]
[City, State]

OPM Decision: Mail and File, GS-305

OPM decision number: C-0305-00-01

/s/

Frederick J. Boland
Classification Appeals Officer

September 4, 1998

Date

As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the Introduction to the Position Classification Standards, appendix 4, section G (address provided in appendix 4, section H).

The certificate must be implemented no later than the beginning of the sixth pay period following the date of the decision, but not earlier than the date of the decision.

Decision sent to:

[representative's name and address]

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 Department of the Army
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[name and address of appellants' servicing
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Introduction

The appellants are assigned to position number 95059, classified as Medical Records Clerk, GS-675-3. The position is located in the [Name of Division], [Name of Section], of the U.S. Army Medical Department Activity (MEDDAC) at [City, State]. The appellants believe their position description is accurate, but feel their work deserves more credit than their agency allowed.

Position Information

The [Name of Section] is comprised of six full-time Medical Records Clerks, GS-3, and a Supervisory Medical Records Clerk, GS-6. The section maintains about 45,000 outpatient records and pulls about 200 records per day. Each clerk in the section may file roughly 200 documents per day.

The appellants spend most of their time maintaining outpatient medical records files. They prepare new file folders and plastic addressograph plates on new patients. They identify, sort, and file all forms and reports (e.g., laboratory reports, x-ray reports, consultations, medical histories, etc.) received from both military and civilian medical sources. They query the Composite Health Care System (CHCS) to obtain missing information (e.g., social security number, name, unit, telephone number, address, etc). They collate, categorize, and arrange material in proper order within records to facilitate easy access by professional medical personnel. They maintain a cross-reference Nominal Index file on all records filed under the Terminal Digit Filing System. They pull medical records for appointments, walk-in patients, and medical personnel. They prepare a typed list of records that have been pulled and sent to the clinics for scheduled appointments. They maintain a charge-out record system for follow-up and retrieval of records to ensure records are returned in a timely manner. They prepare shipping documents and assemble, pack, and identify records for transfer to the appropriate records retirement area.

The appellants spend the remainder of their time working the section's front window, responding to visitors' requests, for example, those of walk-in patients who wish to be seen without an advance appointment. They check walk-in patient records to verify that they are registered in the Defense Eligibility and Enrollment Reporting System (DEERS, a DOD-wide database), using a computer terminal with a standard keyboard. They ask whether patients have third party insurance, flag the records of those who have insurance, and forward these records upon their return to the business office for billing and collection. They direct patients to the appropriate clinic, laboratory, radiology unit, etc., and respond to patient questions concerning such matters as the retention period for medical records and the reason patients cannot remove their medical records. The appellants also check for serviceability of patient ID cards and relaminate cards if necessary, but do not themselves issue ID cards.

Analysis and Findings

Series Determination

The appellants' primary work (i.e., demanding most of their time) is covered by the OPM *Mail and File, GS-305, Series* position classification standard, dated May 1977, which includes clerical work concerned with the systematic arrangement of records for storage or reference purposes, the

scheduled disposition of records, and the performance of related work when such duties require the application of established file methods and procedures and knowledge of prescribed systems for governing the filing or storage and retrieval of records. Like the appellants' work, the GS-305 standard includes the processing operations that provide for the establishment, maintenance, control, protection, and disposition of records, for efficient reference service, and for retrieval of information and materials.

Their secondary or "front window" work is similar to the patient reception and referral work covered by the Medical Clerk, GS-679, series, but does not demand the range of knowledge this series requires. For example, their work does not require knowledge of elementary unit procedures for receiving, transferring, and discharging patients; giving general hospital information to patients; and recording admissions, transfers, or discharges on the proper forms.

Though the appellants handle medical records, their work does not demand the range of knowledge required by the Medical Records Technician, GS-675 series. For example, the appellants do not do even elementary coding or analysis of medical records or apply the knowledge of human anatomy, physiology, and medical terminology that the GS-675 occupation requires. Instead, their work demands are less specialized, requiring primarily that they be able to recognize various medical forms and be able to file them in the proper sections and sequence. Consequently, the GS-305 series is the most appropriate occupational designation.

Decision

The proper series classification of the position is GS-305. Accordingly, the agency may exercise its first level classification authority and apply the GS-305 grading criteria to determine the grade and title of the position.