



Join a Thriving, Physician-Led GI Practice

Are you an organized, detail-oriented professional looking for a rewarding opportunity with a growing, privately owned gastroenterology practice—not hospital-owned—where your accuracy, efficiency, and commitment to managing important healthcare information are truly valued? Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy and infusion centers throughout the Upstate, all dedicated to providing high-quality, compassionate patient care. The Information Management role is essential in supporting our providers, clinical team, and patients by ensuring health information is accurate, organized, accessible, and maintained securely. Responsibilities may include managing and maintaining patient information, processing medical record requests, reviewing and organizing documentation, scanning and indexing records, maintaining data accuracy, and ensuring information is handled in accordance with practice policies and applicable regulations.

The ideal candidate is dependable, highly organized, detail-oriented, and comfortable working with confidential information in a fast-paced healthcare environment. Strong computer skills, accuracy, communication, problem-solving abilities, and the ability to manage multiple priorities are essential. Previous experience in medical records, information management, healthcare documentation, or electronic medical record systems is preferred.

We are seeking a dedicated individual who will actively support our providers and clinical teams while aligning with our Mission, Vision, and Values to help ensure accurate, efficient, and secure management of patient information.

Our Comprehensive Benefits Package Includes:

- Medical, Dental, Vision, Life, and Disability Insurance
- HSA and FSA options
- Competitive retirement plan with 401(k) and Roth options, 3% employer match, plus annual discretionary employer contributions
- Generous PTO program: 3 weeks your first year, 4 weeks after one year, 5 weeks after five years, and 6 weeks after ten years
- 8 paid holidays (no PTO usage required)
- \$250 annual uniform allowance

If you are looking for a long-term career with a respected GI practice that values accuracy, teamwork, information security, and employee well-being, we would love to meet you.

Job Description

Job Title: Information Management
Department: Clinical Medical Records
Reports to: Director of Clinical Services
FLSA Status: Non-exempt
Updated On: March 17, 2026

Job Summary

Accurately and efficiently handle incoming calls from providers, lab results/medical records and test results. Ensure providers and staff have records needed to provide excellent patient services.

Essential Duties and Responsibilities

Including the following:

- Answering the telephone for the back line which is used by providers.
- First thing each morning, retrieve voicemails and emails regarding hospital follow up and entering each patients' information into EHR
- Retrieve voicemails and emails regarding hospital follow up appointments throughout the day from the doctor's line and enter each patients' information into EHR
- Sort incoming faxes from inbound faxes and paper faxes and making sure documents get to the appropriate staff throughout the day.
- Assist providers with looking up, reading, and faxing documents from EHR.
- Research and obtain records from other facilities
- Audit charts for patients scheduled for the next business day, making sure appropriate information has been entered. If all documents (consult notes, procedure notes, and discharge summaries) are not in EHR, they are retrieved from Prisma/STF/AnMed/SRHS systems and scanned into the patients' chart.
- Call referring physicians if records have not been received to schedule new patient appointments
- Monitor the work-in physicians schedule and obtain records as needed for patients that are added.
- Distribute appointment list regarding records to each individual nurse or floater (via email) each day for the next business day appointments.
- Sort mail to appropriate location/physicians' boxes.
- Fax medical records release for any outside records needed.
- Monitor medical records releases. Once the records are received, they are sent to the requested provider for review. If requested by APP's, the records are sent to scanning and email sent to the APP to notify them records have been received. If records are not received in a timely manner, they are sent for again.
- Scan the medical releases once the records are received.
- Work with the communication department regarding referrals and incoming records for future appointments.
- Import and index reports from the hospitals to the patients' chart.
- Scanning information from GEC's if needed
- Scan hospital belly sheets and photos from the hospitals then index them to the patients' chart.
- Receive manometry and PH studies from Prisma and STF and task appropriately. Maintain a log of when tasked.
- Back up other clinical medical records staff in their absence.
- Manage recall list (queue) in the EHR to obtain patient appointments in the office and/or procedure.
- Perform other duties as assigned.

Required Skills/Abilities

- Strong multitasking, prioritization, and time management skills in a fast-paced environment.
- Excellent customer service, communication, and interpersonal skills.
- High attention to detail with accurate documentation abilities.
- Proficiency with computers (EMR experience preferred).
- Ability to work independently and as part of a team.
- Sound judgment, problem-solving skills, and decision-making ability.
- Adaptability and flexibility in changing situations.
- Professionalism, tact, and diplomacy when interacting with patients, providers, and staff.
- Knowledge of OSHA and HIPAA regulations.

- Reliable with the ability to perform well under pressure.
- Willingness to travel between office locations.
- Sufficient dexterity to perform essential job functions.
- Knowledge of medical terminology.
- Proper telephone etiquette.

Education and/or Experience

- The position requires a high school diploma or equivalent.
- Scheduling experience in a healthcare setting is preferred but not necessary.
- Computer experience required.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting at a desk and working on a computer.
- Required to sit and talk or hear.
- The employee is frequently required to use hands to finger, handle or feel and reach with hands and arms.
- Must be able to lift to up 15 pounds at a time.
- Must be able to access and navigate each department, and practice and endoscopy center locations.