Position Title: Health Records Clerk
Position Status: Full Time
Hourly Rate of Pay: $27.00 to $28.66 (2025 Rates)
Posting No. 26-153RP
Posting Date: November 27, 2026
Deadline: Internal: **December 4, 2026 External: External: Until Filled**

Norfolk General Hospital is seeking a full-time Health Records Clerk to fill an existing vacancy. The position reports to the Director Health Information and Privacy Officer. The ideal candidate is committed to championing the Hospital's Mission; is a motivated self-starter with strong organizational, time management, interpersonal skills, and enjoys 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
- Scanning of paper charts into Health Information System
- Completing quantitative analysis and processing of patient records and reports for its completeness (electronic and paper) and accuracy
- Maintaining 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
- Completing data entry, data quality workflow and maintenance of patient record tracking processes
- Processing and supporting electronic records management, including electronic forms and reports.

Position Qualifications:

- Canadian Health Information Management Certified (CHIM)
- Graduate of accredited 2 year Health Information program or current Health Information Management Student – final semester of a accredited 2 year 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 virtual meetings, 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. NGH or NHNH does not use AI to screen, assess or aide in the selection of our recruitment process