<table>
<thead>
<tr>
<th>Function/Category</th>
<th>Service Scope</th>
<th>New Roles</th>
</tr>
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</table>
| Data capture             | The data capture service performs all tasks associated with the capture of health data. This includes data coded directly from clinical documentation or auto-coded using systems for that purpose, voice and speech recognition systems, and scanning or creating a digital image of text-based documents. This service will perform audits of the service functions to ensure that best practice and current standards are implemented. | Clinical data specialist  
Data profiler  
Concurrent coding specialist  
Code mapping specialist  
Data mapping specialist  
Data quality analyst  
Standards coordinator/standards specialist  
Research associate |
| Information integrity    | This service evaluates the integrity of health information holdings, identifies risks, and implements risk mitigation strategies. This service will respond to inquiries into information integrity and complete an auditing role for both internal and external requests.                                                                 | Health information safety officer (includes hybrid record)  
Data integrity specialist  
Risk management analyst  
Forensic investigation officer  
Information reconciliation officer  
Auditor |
| Identity management      | This service manages the systems responsible for the unique identification of consumers, providers, organizations and services.                                                                                                                                                                                                                           | Identity management coordinators  
Registry managers (e.g., client, provider, location)  
Registry data quality specialist |
| Access and disclosure    | This service protects and promotes data and information privacy for consumers, providers, users, and the organization. It manages the access, disclosure, retention, archiving, and destruction of personal health information from organizational systems.                                                                                       | Privacy specialist  
Data/information steward  
Release of information analyst  
Access and disclosure specialist  
Request coordinator  
Privacy officer |
| Information management governance | Using best practices and information management principles, this service develops, maintains, and monitors the accountability framework for information. It includes policies,                                                                                                                                               | Information management governor  
Information management liaison  
Policy analyst |
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content compliance</td>
<td>This service is responsible for management of the clinical content to ensure that it meets information management best practices including performing quality assurance audits on the content. This is the bridge between the provider content for clinical need, and the information needs of the organization as well as internal and external stakeholders.</td>
<td>Information brokers, Compliance specialists</td>
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<tr>
<td>Information/knowledge asset management</td>
<td>This service is responsible for developing, auditing, evaluating, maintaining, and mapping clinical information and knowledge assets.</td>
<td>Health information/semantics content experts, Data modeler, Clinical terminology standards specialist</td>
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<tr>
<td>Customer support</td>
<td>This service promotes excellent public relations by fostering and maintaining positive communication with customers in the areas of the personal health record (PHR) and registration systems (registration, booking, registries, self-registration).</td>
<td>Registry agents, Portal agents, Information broker, Customer service agent</td>
</tr>
<tr>
<td>Information analysis and business intelligence</td>
<td>Information needs are identified and data is collected and analyzed. Utilization management and quality improvement practices are supported and enhanced via the services offered. Data analytics, clinical trials, and research studies are areas of focus.</td>
<td>Health information and performance analyst, Decision support analyst, Process improvement specialist, Health analyst</td>
</tr>
</tbody>
</table>


Note: This list has been modified from the source; the list of jobs/titles are representative of new roles and functions and not meant to be exhaustive.