**Reports To:** Medical Director

**Job Purpose:** This position develops and maintains strategies to move [CHC] towards a fully integrated Electronic Medical Records system in conjunction with the EMR Team.

**Job Qualifications:**

* **Education & Experience:** A clinical health care certification or degree with two years related experience using EMR in a clinical setting OR equivalent education and/or experience. One year experience performing staff training is preferred.
* **Certification and Licensure:** A state license in the health care field is preferred (MA, LPN, RN, or similar).
* **Specialized Skills & Knowledge in the following:**
  + Knowledge of health care related products and services.
  + Proven proficiency in computers (Electronic Medical Records *Centricity* or similar product; MS Word, Excel, & Outlook; and Internet).
  + Knowledge of laws and regulations related to confidentiality, including HIPAA
* **Other Qualifications include the ability to:**
  + Effectively communicate, verbally & in writing, with all levels of staff personnel and speak in front of groups.
  + Work within a team setting as well as independently with strong self direction.
  + Work in a fast-paced, community health center environment with frequent interruptions, occasional public contact, and occasional crisis situations.
  + Work outside normal clinic hours periodically, which may include weekends and evenings.
  + Possess strong problem-solving, time management, and organizational skills.
  + Be willing to travel to satellite sites for training and support purposes.
* **Blood-Borne Pathogens Exposure:** Category: III

**Job Duties & Responsibilities:**

* **Communication:**
  + Asks for direction when unsure of job expectation
  + Makes suggestions and addresses concerns in a constructive manner.
  + Utilizes appropriate channels of communication in problem-solving and conflict resolution.
  + Communicates effectively and courteously to all [CHC] staff.
* **Organization & Time Management:**
  + Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
  + Takes and returns from breaks and lunch times in a timely manner.
  + Maintains a clean, orderly and professional work area.
  + Seeks out appropriate uses of time during non-busy periods.
* **Safety/Clinical Quality Improvement:**
  + Ensures safe work environment and promotes accident prevention.
  + Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
* **Work Ethic:**
  + Consistently demonstrates strict adherence to policies and procedures.
  + Takes responsibility for own actions and seeks to correct any mistakes.
  + Consistently reports to work on date and time scheduled.
  + Self-initiates and follows through on assignments in a timely manner.
* **Team Contribution:**
  + Participates in and supports team meetings, activities, and/or problem solving.
  + Promotes positive team work and cohesiveness between all staff.
  + Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
  + Acts as a resource, communication appropriate knowledge, skills and conduct.
* **Service Excellence:**
  + Maintains a high level of quality, accuracy and neatness in work performed.
  + Remains calm and tactful during stressful situations, emergencies and confrontations.
  + Prioritizes customer service and customer satisfaction.
  + Demonstrates an awareness of and commitment to the goals and mission of [CHC].
* **Professionalism:**
  + Maintains appropriate personal boundaries with clients.
  + Accepts supervision and criticism in a constructive manner.
  + Maintains professional appearance appropriate for position.
  + Maintains professional appearance appropriate for position.
  + Demonstrates an ability to adapt to change.
* **EMR Support Specialist Duties:**
  + Serves as liaison between IT and Clinical departments to assist in EMR design, development, and training.
  + Plans and implements ongoing training for established and new employees including training on new EMR modules, programs or projects. This includes determining the types of training required for each position as it relates to EMR.
  + Troubleshoots software problems encountered by clinical personnel and collaborates with IT Manager on persistent issues.
  + Participates as a member of the Clinical Design Team which acts as a sounding board for EMR issues and a resource for ideas on future design changes in areas such as forms and work flows.
  + Identifies the clinical data requirements for patients in the EMR system and coordinates the advancement of the EMR system to satisfy these data requirements.
  + Maintains an EMR work flow manual for [CHC] by working with representatives from related departments such as Information Technology, Practice Management, and Medical Records.
  + Determines which clinical functions are suitable for computer application and continually monitors and evaluates opportunities for additional technological enhancements.
  + Determines reporting needs of each department, creates reporting procedures & requirements, and coordinates reporting process to make sure follow-through is achieved.
  + Develops a plan to monitor and evaluate EMR users in order to determine the training needs of staff.
  + Attends meetings and conferences related to EMR.
  + Performs other duties as assigned.