

# **LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.**

## **JOB DESCRIPTION**

**TITLE: EHR APPLICATION SUPER USER**  
**DEPARTMENT: IT**  
**SUPERVISOR: IT MANAGER**  
**CLASSIFICATION: NON-EXEMPT FULL-TIME**

### **POSITION SUMMARY:**

The primary function of the EHR Application Super User is to provide direct and indirect support to clinicians and support staff in the delivery of patient care and the use of the NextGen electronic health record (EHR) system. The EHR Application Super User will function under the direct supervision of IT Manager and serve as the primary point of support for Lake County Tribal Health NextGen system users. Job responsibilities will include clinic- and provider specific application support, configuration, and testing. This position will support any new or upgrade implementation module(s). Implementation tasks will include redesigning workflows, facilitating end user application training, supporting go-live activities, monitoring end user adoption of existing and new workflows implemented, and reporting findings and trends.

The EHR Application Super User will monitor EHR Queues, Pools, Inbox/Task Folders, Overdue Results, Results Routing Error Pool, Refill Errors, Open Charts, etc.) and Dashboards. The EHR Application Super User will also be involved in the development of necessary policies and procedures and will bring forward related issues that require resolution.

The EHR Application Super User will provide ongoing training and support for all existing and new staff members and assist users in applying EHR upgrades.

### **ESSENTIAL JOB FUNCTIONS:**

- Must be able to demonstrate proficiency in competencies per scope of duties/practice.
- Appropriately documents patient information in EMR according to policies, procedures workflows and training manuals.
- Provides daily support to NextGen end users through troubleshooting, coaching, and consulting to facilitate the implementation, integration, and optimal use of the application.
- Identify, assess, troubleshoot EHR related issues as they occur, and see through to full resolution.
- Refer issues that require additional assistance to IT Help Desk as needed.
- Responsible for the maintaining and monitoring of assigned EHR error pools/queues including but not limited to Overdue Results, Rx Errors, Open Charts, Orders, etc.
- Monitor and assist with prescription refill requests as needed.
- Assures efficient patient flow by ongoing assessment of clinician schedule, monitoring of dashboards, and working with other staff to minimize patient waiting time.
- Follows LCTH standards for Universal Precautions when working with potentially infectious materials (blood or body fluids).
- Schedules patients appropriately.
- Works as part of a care team to coordinate and prioritize care for Population Management.
- Reports any safety hazards.
- Creates telephone encounters with patients from Population Management reports and outside calls.
- Fosters an environment that promotes trust and cooperation among all staff of LCTH
- Enforces clinic policies and procedures to ensure that the principles of LCTH are implemented.
- Maintains confidentiality of all patient and employee information to all except the other designated employees.
- Informs of matters of general interest and problem areas as such are determined or discovered. Attends all LCTH mandatory meetings and other meetings as requested.
- Participates in customer service related issues and adheres to LCTH customer service values.
- Provide ongoing support and implementation of the PM and EMR systems.

- Coordinate documentation and training.
- Prioritize enhancement, change, and reporting requests.
- Design, plan, communicate, and guide system upgrades, enhancements
- Develop processes to increase system adoption and streamline patient care.
- Identify any policy and/or procedural issues that may affect performance.
- Performs miscellaneous job-related duties as assigned.
- Performs other related duties as required.

#### **QUALIFICATIONS EDUCATION:**

- Certified Medical Assistant from a recognized accredited board or LVN preferred.
- Current CPR certification required.

#### **EXPERIENCE:**

- Industry Experience – Five years of application responsibility in an ambulatory healthcare environment
- Knowledge of front and back-office utilization of financial and clinical information systems is preferred.
- Previous experience working in an outpatient clinic or doctor's office is preferred.
- Clinical experience and understanding of physician practice operations is required.

##### **Knowledge/Abilities:**

- Excellent communication skills, both written and verbal, are required.
- Strong organization and time management skills are required.
- Ability to work independently and demonstrate initiative is required.
- Proficiency with Microsoft Office is preferred
- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Displays sensitivity in a multi-cultural environment.
- Basic knowledge of CPT, Healthcare Common Procedure Coding System (HCPCS), and ICD-10CM coding is preferred.
- General understanding of the medical billing process is preferred.

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- Ability to work independently and demonstrate initiative.
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- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Displays sensitivity in a multi-cultural environment.
- General understanding of the medical billing process is preferred. Basic knowledge of coding is preferred.

#### **All LCTHC employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 40% of time is spent working at a desk. Balance of time (approximately 60%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 50 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

**INDIAN PREFERENCE:** Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

**NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:** LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

**HIPAA Health Insurance Portability and Accountability:**

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.**

I have read and understand all aspects of this job description

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Dept. Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date