

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: EHR SPECIALIST
DEPARTMENT: IT
SUPERVISOR: IT MANAGER
CLASSIFICATION: EXEMPT FULL-TIME

POSITION SUMMARY:

The primary function of the EHR Specialist is to provide direct and indirect support to clinicians and support staff in the delivery of patient care through the use of NextGen (NG) electronic health record (EHR) application. The EHR Specialist, under the supervision of the IT Director, will oversee the day-to-day support of both production and test NextGen environments, and serve as the primary point of training support for 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, support go-live activities, monitoring and user adoption of existing and new workflows implemented, and reporting findings and trends. This role is expected to be proactive in the research of new features and functions and will assist the Operations and Clinical teams with incorporating new methods into their standard operating procedures. The EHR Specialist will provide ongoing training and support for all existing and new staff members and assist IT in applying EHR upgrades.

ESSENTIAL JOB FUNCTIONS:

- Functions as the primary point of contact for all issues and requests relating to NG.
- Respond to end-user requests for issue resolution, create and monitor support tickets with NG and work to resolve problems quickly and accurately.
- Works in conjunction with billing to create, modify and terminate (if necessary) NG user accounts and user groups, including modifications of appropriate security setting.
- Deliver EHR training to new employees as well as training on new features to existing employees.
- Create and maintain NG training materials as necessary.
- Assist in various reporting functions, using both native NG tools and external reporting tools.
- Work with various departments (Clinical, Billing, Operations, Finance, etc.) to examine workflows within NG and make updated recommendations as appropriate.
- Works with IT to manage all upgrades and feature implementations including hardware-based solution.
- Work with other IT department staff during outages to ensure access to NG through alternative means.
- Work with outside entities as required with regards to NG interfaces (e.g., immunization, laboratory, HIE, etc.)
- Serve as NG point of contact for patient safety advisories including managing notifications from NG and communicating those to internal staff as appropriate.
- Attend and/or participate in NG training to stay up to date on NF features & functionality.
- Provides daily support to NG end users through troubleshooting, coaching, and consulting to facilitate the implementation, integration, and optimal use of NG.
- Identify, assess, troubleshoot EHR related issues as they occur, and see through to full resolution.
- Consult with IT Director, Clinical Manager(s) and Department Supervisors for issues that require additional assistance as needed.
- Assists in other clinic activities or clinic-related tasks as assigned.
- Performs other related duties as required.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Minimum of 2 years supporting an enterprise-class Electronic Health Records system, with at least one of those years supporting NextGen

- Strong knowledge of HIPAA rules and regulations.
- Strong written and oral communication skills.
- Previous experience in a Federally Qualified Health Center a plus.
- Certified Medical Assistant, LVN or bachelor's degree preferred.

Experience:

- Detailed knowledge of NextGen
- NextGen NCP certification a plus.
- Industry Experience – Two years of application responsibility in a healthcare environment, Indian Health Services and FQHC experience strongly preferable.
- 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.
- Strong organization and time management skills.
- Ability to work independently and demonstrate initiative.
- Proficiency with Microsoft Office.
- 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.
- 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