

**Job Description**

# Job Title: EHR Site Specialist

**FLSA:** Hourly “Non-Exempt”

**Base Salary:** $22.9184/hr. ($47,670 if annualized)

**Department:** Management Information Systems

**Representation:** Represented

**Reports to:** EHR Support Supervisor

***The Virginia Garcia Memorial Health Center mission is to provide high quality, culturally appropriate healthcare***

***to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant***

***farm-workers and to others with barriers to receiving health-care.***

**Job Summary**: The EHR Site Specialist serves as the initial point of contact for EHR technical support calls received by phone, e-mail, internal help desk system or other method. This position provides quality support for employees with a high degree of customer satisfaction. The EHR Site Specialist works with our partner organizations to resolve issues and optimize system/software use. They provide assistance concerning the use of Epic system/software and other OCHIN-provided software tools (e.g., Epic EHR, EDR, practice management, etc.). This position participates in the preparation and implementation of new software applications and upgrades. The Site Specialist works with staff to improve workflows within VG primarily, but not exclusively, related to Epic and other software applications.

**Essential Duties and Responsibilities:**

* Provide end-user customer support to VGMHC employees, through troubleshooting, coaching, and consulting, with a high degree of customer satisfaction, and on schedule.
* Answer users’ inquiries regarding Epic system use, problems and optimization.
* Manage process improvement projects in a collaborative, team environment.
* Work effectively with other VG project managers, and maintain key stakeholder relationships (internal and external).
* Test implementation of new software, upgrades, and fixes to verify correct operations and detect errors, with a specific emphasis in the Epic system.
* Submit, monitor and track to resolution Epic items using the JIRA reporting system and our internal Help Desk and Reporting system.
* Provide on-site elbow support for the successful implementation of new software applications and system upgrades at each VG site, with a specific emphasis in the Epic system.
* Partner with VG’s training team to insure appropriate training is in place for new functionality and upgrade roll-outs. Support the planning and facilitation of training sessions.
* Provide direct support to clinical operations and patient care teams to facilitate the introduction, acceptance, integration, and optimal use of new software applications in the clinic.
* Assume project management responsibilities for small to medium projects or sub-projects as assigned.
* Develop workflow maps (Visio) and training documentation based on changes.
* Conduct office automation feasibility studies, including workflow analysis, space design and cost comparison analysis.
* Collaborate with clinic leadership and users to identify opportunities for efficiencies in clinic operations, clinical practice support, and improved health outcomes.
* Identify and troubleshoot application issues as they occur, owning the problem and seeing it through to full resolution. Issues that require additional assistance will be escalated through various levels.
* Monitor and track to resolution system error pools such as refill, E-prescribing, results and order transmittal errors.
* Modify and customize commercial software applications to fit internal needs.
* Update and maintain member-managed system setup such as the provider master file, letter templates and Smart Phrases and other service area files.
* Work collaberatively with staff to support service area preference lists and Smart Tools.
* Work with OCHIN and advisory workgroups to optimize use of the system through implementation of new features and upgrades.
* Collaborate with OCHIN in testing new features and upgrades prior to implementation.
* Attend monthly OCHIN meetings with peers for best practices and information sharing.
* Attend other workgroups as appropriate – Integration, Claims/Billing, Reporting, Clinical, Operations.
* Prepare evaluations of software and recommend improvements or upgrades.
* Create and maintain Epic users accounts, Provider Master Files (PMFs), and Remote Access.
* Add, remove and/or troubleshoot workstations and printers.
* Update Destination Maps as needed.
* Review OCHIN alerts or notifications and review service/enhancement packs. Disperse pertinent information to end users.
* Perform other duties and projects as assigned.
* Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**HIPAA Requirements:**

The EHR Site Specialist will have access to PHI in the course of his/her duties. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The EHR Site Specialist is required to read the content of these records only to the extent needed to accomplish the assigned task.

**Knowledge, Skills and Abilities required:**

* Ability to troubleshoot and problem solve in a clinical or EHR setting.
* Knowledge of training and teaching strategies, methodologies and basic instructional concepts.
* Ability to perform effective one-on-one and group training.
* Extensive knowledge of EPIC system (EHR and EDR).
* Knowledge of basic medical terminology preferred.
* Proficiency with MS Office Suite (Excel, Word, Outlook, PowerPoint) and ability to demonstrate these skills.
* Excellent Customer Service skill.
* Planning and organizational skill.
* Excellent interpersonal, oral, non-verbal and written communication skill.
* Ability to make independent decisions based on VGMHC policies and protocols.
* Bilingual English/Spanish language skills (speaking, reading and writing) preferred.
* Ability to work effectively in a team environment.
* High degree of confidentiality, integrity, and professionalism.
* Commitment and alignment to Virginia Garcia’s mission, vision, and values.
* Valid Oregon driver’s license, reliable transportation, safe driving record, and insurance coverage required.

**Education and Experience:**

* High school diploma or equivalent required; Bachelor’s degree in a related field preferred.
* Two years of Epic system/software support experience required.
* Epic technical support certification preferred.
* OCHIN certification required at or within six months of hire.
* Experience with vendor management or vendor collaboration preferred.

**Behavioral Competencies:**

***Accountability***

* *Role model VG’s mission, vision, and shared values*

***Customer-Focus***

* *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

***Teamwork***

* *If someone needs help, help them*

***Initiative***

* *Be innovative, apply fresh ideas, and continuously improve how you do your work*

***Confidentiality***

* *Maintain strict confidentiality and respect the privacy of others*

***Ethical***

* *Demonstrate integrity, honesty, and stewardship in all encounters at work*

***Respect***

* *Demonstrate consideration and appreciation for co-workers and patients*

***Communication***

* *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

**Physical Requirements:**

 Percentage of time spent

* Computer use: up to 70%
* Standing/Walking: up to 30%
* Sitting: up to 90%
* Lifting/Carrying: less than 5%; may occasionally lift up to 20 lbs.
* Travel to multiple locations within Washington and Yamhill counties and working flexible hours.

**Working Environment:**

* Work in well-lighted and ventilated environments.
* Potential exposure to blood borne pathogens and hazardous chemicals.

**Office equipment Used:**

* Computer
* Telephone, fax, copier, scanner, printer

**Immunization**

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

***Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.***

**VGMHC is an Equal Opportunity Employer.  No person is unlawfully excluded from consideration for employment because of race, color, religious creed, national origin, ancestry, sex, age, veteran status, marital status or physical challenges.  The policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer, rate of pay and termination.**

Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

VG Home Location: VG Administration

**HR/Payroll Coding**

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| --- | --- |
| **Cost Center** |  |
| **Program** |  |
| **Department** |  |
| **Position Code** |  |
| **Revenue Source** |  |