

Job Summary: The Clinical Informatics Specialist will serve as an internal subject matter expert providing knowledge and advice related the electronic medical record (EMR) software. This role is the primary source of support for software and hardware related matters. This role assists in ensuring technology is leveraged by identifying, selecting, and implementing new or improved workflows to increase staff and provider productivity and enhance patient experience.

Essential Job Duties:

- Working as an Epic project manager, alongside leadership, department leads, and vendors, aligning projects with the company's strategic vision.
- Maintain and build professional relationships between system IT vendor and Affiliate Clinic partners.
- Support process improvement and problem solving related to the EMR; decrease defects and barriers, improve provider and staff satisfaction, and create efficiency.
- Conducts education sessions and/or creates educational material to support the training of staff and physicians. Provides at-the-elbow support, to ensure end-user adoption, and optimization.
- Provide end-users support, by submitting help desk tickets and managing project requests.
- Update clinician and staff documentation tools in the EMR, including Epic smartsets, smarttext, smartlists and smartphrases.
- Trouble shoot all EMR related issues including, but not limited to connectivity to other devices and printer mapping.
- Lead and implement special projects and strategic initiatives that optimize the use of the EMR to support clinical operations and achieving organizational goals.
- Identify and implement opportunities for optimization using EPIC foundation standards as a guide.
- Other duties as assigned.

Education or Work-Related Requirements:

- Associate degree in healthcare field preferred.
- Working knowledge of Epic, experience as an Epic Trainer, Epic Ambulatory Analyst or Clinical Informatics Specialist required.
- Epic Systems certifications preferred or the ability to complete Epic certifications classes and meet the requirements to be a content builder within the first 4 months of employment.
- Minimum 3 years' experience in a Healthcare setting preferred.

Knowledge/Skills Required to be Successful:

- Experience with EMR systems, processes and standards for clinical work
- Experience designing training materials.
- Excellent communication skills with the ability to explain technical terms plainly
- Ability to interface professionally with all levels of the organization.
- Ability to operate independently and within a team.
- Ability to work under pressure and with minimal supervision. Possess excellent time management, multi-tasking, organizational and follow-through skills.
- Ability to manage multiple priorities in a deadline-oriented environment.
- Self-starter, highly motivated, and takes initiative with aggressive follow through and follow up skills.
- Ability to work in an intense fast-paced environment with aptitude to adapt to ever changing priorities.

Typical Physical Demands and Working Conditions:

- Requires prolonged sitting, some bending, stooping, and stretching.
- Requires occasional lifting of papers and/or boxes to an approximate 20 to 40-pound weight.
- Work is performed in an office environment involving frequent contact with staff and physicians.