

Electronic Health Record System (EHR) Support Specialist

Job Title: Electronic Health Record System (EHR) Support Specialist

Department: IT

Reports To: Senior Implementation Coordinator

FLSA Status: Non-exempt

Annual Salary Range: \$70,000.00 - \$80,000.00

SUMMARY: The CalMHSA Electronic Health Record System (EHR) Support Specialist supports the operations and implementation efforts of behavioral health electronic medical record system that supports over 20+ counties in California.

KEY RESPONSIBILITIES:

- Review and analyze all training documentation to become familiar with standard EHR workflows.
- Respond to live chat and helpline user calls, provider users with links to appropriate training documents and triage issues warranting escalation to relevant subject matter experts in the organization.
- Log and track requests using applicable software.
- Participate in testing of all emerging training documentation to validate accuracy.
- Assist in determining when user training is needed and will provide virtual user training on occasion.
- Assist in configuration of new users.
- May need to assess and process patient-protected health information and maintain compliance with HIPAA.
- Follow a pre-defined set of procedures to send required reports to the State of California.
- Conduct some data clean up or communicate need for data clean-up to user groups.
- Respond to internal and external inquiries or requests and provide assistance.
- Handle or redirect inquiries or distribute correspondence to the appropriate person of the team.
- Collaborate with supervisors to maintain and update an efficient database, monitor project health and lifecycle, and prepare reports.
- Perform data analysis and create PowerPoint presentations, as needed for both internal and external stakeholders.
- Other duties as assigned.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

- Requires a BS/BA in Business Administration or in a similar field and 1 year of qualifying experience or an acceptable equivalent combination of education and experience.

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the experience, knowledge, skill, and/or ability required.

- Hands on experience supporting Electronic Health Record System operations or implementations.
- Basic analytical, technical, interpersonal and communication skills.
- Strong problem solving and critical thinking skills.
- Ability to prioritize and multitask.
- The candidate must be able to work in a team environment.
- Knowledge of systems requirements and technologies.
- Proficient in MS Office applications, including Word and Excel Microsoft Office proficient.

PREFERRED QUALIFICATIONS:

- Experience working with clinical or billing disciplines.
- Additional Information Technology education/certificate.

COMPUTER SKILLS – Demonstrate the ability to use a computer and applicable computer software effectively. Intermediate knowledge of Excel & Word, PowerPoint, Adobe, and Outlook.

LANGUAGE SKILLS and MATHEMATICAL SKILLS - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

REASONING – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.

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. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials

weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.

SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

REGULAR WORK SCHEDULE – Schedule varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.