JOB POSTING

Clinical Informatics Specialist

Job Summary:
The Clinical Informatics Specialist provides technical assistance, education, continuous support, troubleshooting and identification of opportunities for improvements for Tandem Health’s clinical information systems.

Duties and Responsibilities:

- Maintains user files for EMR and EDR, including adding new hires, documenting employee separations, and updating role changes, permissions and passwords.
- Manages Patient Portal and provides training and support to staff and patients to promote enrollment and usage.
- Facilitates and/or provides EMR and EDR training for providers and clinical support staff, upon hire and as needed/appropriate.
- Assists with implementing and maintaining clinical systems.
- Performs project management activities of assigned projects related to the Electronic Medical Record (EMR) and Electronic Dental Record (EDR) seeing it through the life cycle: planning, designing, development, testing, end user training, implementation support and adoption.
- Functions as a subject matter expert in EMR and EDR to support providers, nurses, other health professionals, and other employees.
- Troubleshoots and works with the appropriate teams to develop resolution for issues that are identified.
- Recommends innovative ideas, processes, and/or procedures for enhancements, additions, and modifications to improve existing systems and workflows.
- Documents current processes to establish a baseline for developmental improvements of future workflows.
- Masters reporting for Clinical Quality and works with Finance to monitor and run and interpret reports for UDS.
- Monitors Meaningful Use activity progress in EMR, in partnership with Athena and Azara.
- Attends and provides training at the quarterly Providers meeting, as needed.
- Provides back up for the Information Technology team where applicable to install and troubleshoot software and add-ons upon the request of the Chief of Technology.
- Performs other duties, as assigned by supervisor.

Qualifications:

Education and Experience:

- A minimum of one (1) years of related experience in a medical office setting required.
- Previous experience on cloud based electronic clinical record keeping systems required.
- Demonstrated experience as a super user in Tandem Health’s current EMR and/or EDR strongly preferred.

Knowledge, Skills and Abilities:
• Strong attention to detail
• High level of communication skills - verbal and written
• Data collection and analysis skills
• Problem analysis and problem solving
• Planning and organizing
• Sound judgment
• Logical and data based decision-making
• Excellent customer service skills
• Coaching and training skills
• Ability to engage professionally with staff, vendors and the public
• Teamwork, including the ability to lead
• Working knowledge of Microsoft Office Suite of products including Excel

Work Environment:
Position requires travel between Tandem Health sites. Very busy atmosphere. Highly stressful when dealing with individual personalities of co-worker, patients and their families. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:
Prolonged periods of sitting, stooping, bending, kneeling, and crouching. Lifts supplies up to 10 lbs. frequently and up to 20 lbs. on occasion.

How to Apply:
If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150