



Cow Creek Government Office

Position Description

Position Title: Clinical Informatics Coordinator

Department: CCH&WC

Reports To: Clinic Director

FLSA Designation: Non-Exempt

POSITION PURPOSE:

The Clinical Informatics Coordinator (CIC) will be responsible for the implementation and smooth operation of the Electronic Health Record (EHR) Greenway utilized at the Cow Creek Health & Wellness Center (CCH&WC) and other related technology-based initiatives critical to Clinic success. This is a key position that provides support, training, troubleshooting to the front end users. This position will perform multiple small projects at one time while managing and accomplishing the large projects. This position is responsible for providing data and reports to management.

ESSENTIAL FUNCTIONS:

- Provides professional customer service and relies on extensive experience and judgment to plan and accomplish tasks.
- Oversees the operation and maintenance of the Electronic Medical Records System and related programs / applications. Provides technical training and application support to end-users. Provides before / after-hours Clinic end-user telephone support encompassing full clinic hours which is considered within the wage.
- Performs as Information Technology support liaison. Coordinates support and maintains complete log of activities for monthly report to Clinic Director.
- Coordinates technology training for clinic staff.
- Manages all forms in EHR, pools, and resource schedules.
- Accesses EHR Data Warehouse, prepares report and presentation of information through data visualization utilizing standard applications..
- Coordinates digital communications to include maintaining branding and design consistency, message consistency and data formats. Coordinates narrowcasting within clinic and other forms of digital communication including but not limited to website(s) and SharePoint site(s).
- Attend training and user group membership to maintain expertise in core applications.
- Maintain a general knowledge of all Clinic programs and staff roles- including staying up to date on new billing codes to support proper training of staff on documentation and EHR utilization.
- Provides reports from Greenway the EHR, to include productivity, new patients, established patients, specific billing and codes for services such as office visits, nurse visits, wellness codes and pay or mix codes (Medicare, non-Medicare).
- Assists in areas requiring an immediate need, as assigned by the Clinic Director.

- Maintains a working knowledge of all programs offered by the Government Office and CCH&WC.
- Adheres to all HIPAA guidelines and regulations especially as relates to data sharing.
- Successfully completes required safety courses, per fiscal year goals.
- Immediately reports hazardous conditions, incidents, and/or near misses to Health Operations Officer, Clinic Director, and Safety Officer.
- Submits a Quality Improvement occurrence Report as appropriate, regarding patient complaint, near miss, and a thank you to a co-worker.
- Attends all mandatory meetings and conducts self in accordance with Tribal and Clinic policies and employee manual.
- Other duties as assigned

QUALIFICATIONS:

- A minimum of three (3) years' experience, within past 6 years, of primary support responsibility for electronic health record and practice management applications as a Clinical Application Coordinator or equivalent. Experience or specific knowledge of with the Greenway Intergy HER product and its capabilities a plus.
- Minimum bachelor's degree in information systems or equivalent.
- Extensive knowledge of SharePoint and demonstrated ability to administer site.
- Familiarity with data visualization applications and the principles of the field.
- Ability to accomplish responsibilities with minimal direction.
- Able to demonstrate creativity and latitude in problem solving.
- Working familiarity with web design and web-mastering including search engine optimization.
- Able to demonstrate knowledge of different digital content formats and their specific uses.
- Has general knowledge of Tribal government program rules and regulations.
- Must demonstrate proven effective verbal and written communication skills with attention to detail, grammar and punctuation.
- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.
- Certified Professional Coder Preferred.