



Metro Community Health Center

Informatics and EMR Support Specialist

Metro Community Health Center extends great benefits to our eligible employees.

MCHC current benefits are:

- MCHC pays 100% of the employee premium for UPMC Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 12 paid holidays
- 401k with a 4% match

POSITION SUMMARY

Apply knowledge of clinical operations and informatics to assist in the design, development and ongoing modification of computerized health care system. The Informatics and EMR Specialist provides overall software support and training for clinical systems and applications as well as special projects assigned. The Informatics and EMR Specialist will work with all staff to optimize the usage of systems through education and training, quality outcomes, and providing support in accordance with organizational goals.

ESSENTIAL FUNCTIONS

- Design, develop, select, test, implement, and evaluate new or modified informatics solutions, data structures, and decision-support mechanisms to support patient and practice outcomes for all lines of service.
- Review healthcare-related software applications as they apply to clinic an organization operation.
- Analyze and interpret patient, nursing, provider, or information systems data to improve nursing and provider workflow and services.
- Analyze billing data to improve system efficiency and user experience.
- Collaborating with staff to understand work flow needs.
- Continual assessment of EMR needs for employees and patients in conjunction with vendors, maintaining the organizations effectiveness and efficiency for all service lines.
- Work with vendors, outside consultants, and other third parties to improve EMR utilization and efficiency within the organization.
- Act as a knowledge resource and provide secondary support for existing network devices and services.
- Identify, collect, record or analyze data that are relevant to the care of patients.
- Provide reactive consultation to staff and providers regarding software issues in a timely fashion.

- Develop or deliver training programs for health information technology, creating operating manuals as needed to all employees, volunteers, medical and professional staff, contractors, alliances, business associates, and other appropriate third parties.
- Analyze computer and information technologies (e.g. patient portal, electronic registration, EMR, etc.) to determine applicability to clinical practice, education, and administration.
- Support written policies and procedures that follow the healthcare industry best practices and compliance frameworks provided by governing agencies (HRSA) and laws (HIPAA).
- Inform on local, state, and national health policies related to health informatics.
- Apply information technology to solve clinical or other applied problems.
- Implementation and oversight of various EMRs throughout all of Metro's sites.
- Responsible for special projects as assigned.

REQUIREMENTS

Skills/Abilities

- Five years of healthcare experience using electronic medical records
- Ability to collaborate with multiple organizational levels to achieve objectives
- Demonstrated knowledge of HIPAA
- Demonstrated project management experience
- Solid understanding of EMR and medical office workflow required
- Must have experience working autonomously, with demonstrated sound judgment

Education/Experience

- Bachelor's degree Health Care Administration, Information Technology/Information Systems or Communications

***All candidates applying will need to be vaccinated for COVID and show proof of receiving the COVID vaccine before being interview and hired. ***