



Cow Creek Government Office

Clinical Informatics Coordinator

Job Code: 2250
Department: CCH&WC
Location: Roseburg, Oregon
Minimum Hourly: \$30.22
Mid-Range Hourly: \$36.27

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.

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.
- 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).
- 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.
- 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.
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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.
- 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.