



**Job Title:** Electronic Health Records Support Specialist  
**Department:** Information Technology (IT)  
**Reports to:** IT Director  
**FLSA Status:** Non-Exempt  
**Salary Grade:** \$31.39 – \$43.95  
**Location:** Eugene

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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### **SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the IT Director, the Electronic Health Records Support Specialist is responsible for all aspects of clinical applications and interfaces for the Ko-Kwel Wellness Center. This role includes mentoring and training medical providers and staff to function within Ochin Epic, Methasoft and all other clinical interfaces used in day-to-day KWC operations. Effective communication, designing training, and assisting in report building for KWC administrative needs. Acts as liaison between the I.T. departments and KWC leadership for the delivery of optimal patient care. Provides expert level assistance and training to Ko-Kwel Wellness Center (KWC) employees in software programs including, but not limited to: Epic, Plexis, Dexis, Methasoft, telehealth and various other health record related software.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for the overall health of the Electronic Health Record (EHR) and participates as a key member of the EHR and health information technology team.
2. Serves as the primary point of contact between EHR and the Ko-Kwel Wellness Center and acts as the EHR champion and subject matter expert. Provide EHR system administrative support for accuracy and completeness.
3. Maintain a comprehensive understanding of EHR system workflows, configuration, and build.
4. Communicate with OCHIN analysts and EHR vendors to achieve issue resolution where/when applicable.
5. Collaborate with OCHIN to test new features and upgrades monthly for Enhancement Pack and Service Pack updates.
6. Collaborate with clinical leadership and users, identifying efficiency-enhancing opportunities in clinic operations and practice support to help improve health outcomes.
7. Development of training material and conduct training programs for training opportunities for staff; including one-on-one support, lunch & learn sessions, staff huddles, etc.
8. Responsible for installation, training, preventive maintenance, troubleshooting, and service repairs of KWC software products and third-party solutions in accordance with approved policies and procedures.
9. Participate in the EHR build specific to the organization. Activities include, but are not limited to, creating new user and provider records, creating preference lists, amending fee schedules, building letter and efficiency templates, configuring workstations, printers, etc.
10. Provides user onboarding and offboarding management for Epic users, ELLA, remote access, provider accounts, and all KWC EHR systems.
11. Responsible for the overall success of the EHR support Help Desk. Documents end-user issues through the ticketing system and provides daily technical support and assistance. Ensures EHR Help Desk tickets are being

worked in a timely manner. Tracks ticketing trends and develops knowledge base articles based on issue resolution.

12. Develops and implements efficient clinical reporting. Assists with overall development, implementation, and maintenance of EHR reporting, information, and decision support systems.
13. Prepares clinical and financial data reports in various formats for end users. Gathers, arranges, and analyzes data to generate reports for KWC administration and clinical staff. Communicates and sends required reporting to Indian Health Services.
14. Provides recommendations for improved operations and implements changes in the EHR in accordance with organizational standards and best practices.
15. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking. Work is generally performed in an office setting. Evening and weekend work may be required. Work involves occasional exposure to infectious disease. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Knowledge of Epic (preferably Ochin Epic) and previous ESA work, or a similar practice management system.
7. Requires Epic EHR/EPM certification within 6 months of employment. Training will be provided.
8. Knowledge of regulations on the confidentiality of medical records (HIPAA). Part 2 HIPPA knowledge preferred.
9. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
10. Ability to maintain professionalism, confidentiality, and objectivity under pressure.
11. Ability to make decisions independently in accordance with established policy and procedures.
12. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

13. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

#### **QUALIFICATIONS**

1. Bachelors degree in Computer Science, Business, Health Care or related field required with a minimum of three (3) years' experience in technical support or relevant professional work in healthcare information systems. A combination of formal education, training, and related work experience may be considered.
2. Minimum one (1) year in an informal leadership role working with IT or operational teams.
3. Background and understanding of the medical records/EHR flow and ICD-9/ICD-10 coding systems preferred.
4. Understanding of database fundamentals/architecture.
5. Ability to communicate technical concepts to technical and non-technical audiences.
6. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.