



370, E. Market St.

Akron, OH 44304

2999 Payne Ave. Ste 140

Cleveland, OH 44114

Position available: EHR Support Analyst (Full Time- 1.0 FTE)

Location: Primary Site Cleveland/Secondary Akron

Effective Date: February 28, 2023

Job Purpose: ASIA-International Community Health Center(ASIA-ICHC), a Federally Qualified Health Center, has a current opening for an **entry level EHR Support Analyst**. This position serves as an application expert and a liaison between OCHIN (EHR host) and the clinic; Provides technical support for testing new functionality and delivers new functionality to service area staff; Extracts data from EPIC and reporting portals for quality improvement, and grants.

Job duties:

- **Provide direct support to clinical operations and patient care teams** to facilitate the introduction, acceptance, integration, and optimal use of the Epic application in the clinic.
 - Collaborate with clinic leadership and users to identify opportunities for efficiencies in clinic operations, clinical practice support, and improved health outcomes.
 - Provide daily support to Epic applications users through troubleshooting, coaching, and consulting.
 - Identify, assess, and troubleshoot application and equipment issues as they occur. Refer issues that require additional assistance to EHR Support Systems Supervisor, IT consultant or OCHIN's Help Desk, including technical and workflow information necessary to resolve the issue. Communicate resolution to the user when completed.
 - Maintain system setup such as preference lists and Smart Phrases and fee schedules for clinic.; and maintaining workstation and printer settings.
- **Work collaboratively with clinicians and in concert with established EMR processes to manage requests for:**
 - Additions of diagnoses and procedures codes to the system.
 - Additional system-level charting tools through follow-up communication to users. Coach the user through creating their own Smart Phrases.
 - Additional clinical workflows
- **Work collaboratively with Supervisor, IT consultant to set up new equipment, ensuring proper installation with proper software**
- **Manage Work Queues and ensure issues are resolved. Address error patterns with OCHIN and end users.**
- **Collaborate with OCHIN and member oversight or advisory workgroups to optimize use of the system through implementation of new Epic PM and EMR features and upgrades.**
- **Collaborate with OCHIN to test new features and upgrades prior to implementation.**
- **Attend appropriate clinic department meetings such as QI, as Epic expert and OCHIN liaison.**
- **Attend OCHIN EHR Analyst meetings as needed**

- **Work with Clinic’s Super Users in a supportive role**
- **Extract patient and clinic data from EMR and other reporting portals for reports**
 - Be familiar with various reporting tools and portals such as, Business Objects, Epic Reports, Azara etc.
 - Be able to extract or modify reports to meet metrics

_ Provides Active Role in Training Staff and Superusers

- Creates workflow documentation for training and reference.
- Conducts trainings for certain user roles. Ensures training for other roles occurs.
- Trains agency Superusers in applications.
- **Troubleshoots & solves application problems, opening tickets with the OCHIN when needed.**
- **Communicates EHR changes to relevant Superusers & staff.**
- **Attends webinars & trainings relevant to the role.**
- **Reports to EHR Support Analyst Supervisor and works with Director of ICHC Operations as well.**

Qualifications

- Minimum of one year of experience with EHR software, preferably EPIC; Experience working with OCHIN preferred.
- Familiarity with common computer applications (such as MS Office) and operating systems.
- Ability to learn new software.
- Ability to work well with diverse staff.
- Ability to document projects completely.
- Critical thinking skills.
- Attention to detail.
- Ability to work on long-term projects under direction of EHR Support Systems Supervisor.
- Ability to manage multiple projects concurrently.
- Committed to seeing assigned tasks through to completion.
- Supports agency mission and goals.
- Good communication skills and ability to work well with non-technical staff.
- Ability to have adequate transportation to attend multiple ICHC sites as needed.

BENEFITS

ASIA offers a competitive benefits package that includes personal and holiday paid time off; health insurance; dental/vision coverage, life, and long-term insurance; professional development opportunities; and other incentives. Part-time staff is eligible for pro-rated benefits package based on FTE.

Please send cover letter and resume to: HRManager@asiaohio.org.

Visit www.asiaohio.org. No phone calls please.

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