



**Title:** EPIC Site Specialist  
**Status:** Full Time, Non-Exempt (40 hours/week)  
**Rate:** \$20-\$24 per hour  
**Location:** Akron and Cleveland

Asian Services In Action (ASIA) delivers trusted, high-quality, comprehensive, and multilingual health and social services to empower and support Northeast Ohioans. ASIA is the largest health and human services agency serving the Asian American/Pacific Islander (AAPI) community of Northeast Ohio. ASIA runs two federally qualified health centers — one in Cleveland and one in Akron—that specialize in linguistically and culturally competent care for immigrants and refugees.

The Epic Specialist 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 OCHIN reporting portals for quality improvement, and grants. The Epic Specialist reports to Director of Operations, CMO, and CEO.

**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 and work with IT consultants or OCHIN’s Help Desk, including technical and workflow to resolve issues that require additional assistance.
- Communicate resolutions to appropriate staff/supervisors when projects/issues are resolved
- Maintain system setup such as preference lists and Smart Phrases and fee schedules for clinic
- Device maintenance by maintaining workstations (desk tops/laptops) 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.
- Work collaboratively with IT and external consultants to set up new equipment, ensuring proper installation with proper software
- Manage, follow up and ensure that there are no outstanding error work queues
- 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 VBC, and QI as Epic expert and OCHIN liaison
- Attend OCHIN Site specialist meetings as needed
- Support Super Users in systems management
- Extract patient and clinic data from EMR for reports

- Be familiar with various reporting tools and portals such as Acure, Business Objects, Reporting Work Bench, etc.
- Work with the Director to extract annual data for UDS report to HRSA
- Extract data for PCMH accreditation when requested
- Extract data for other grant purposes and reporting requirements
- Provides Active Role in Training Staff and superusers
- Creates workflow documentation for training and reference
- Conducts and maintains trainings certain user roles
- Trains and oversees agency superusers
- Troubleshoots and solves application problems, opening JIRA tickets with the OCHIN as needed
- Communicates EHR changes to relevant superusers and staff
- Attends webinars and trainings relevant to the role
- Manage other software applications for the health center

### **QUALIFICATIONS:**

- Minimum 2 years of experience with EHR software as an IT or super user level, preferably in a health care setting
- OCHIN Epic or Epic experience preferred
- Ability to learn new software
- Ability to work well with diverse staff
- Ability to fully document projects
- Ability to work on long-term projects with minimal oversight
- 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
- Detail oriented
- Ability to have adequate transportation to attend multiple ICHC sites on a regular basis
- Minimum of 1-2 years' experience in health, social or community services or comparable
- Valid driver's license
- Pass criminal background checks
- Be able to work as a Team and/or Individually
- Good understanding of MS Office
- Typing skills

### **CONTACT**

Please send cover letter and resume to [HRManager@asiaohio.org](mailto:HRManager@asiaohio.org). No phone calls please.

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