



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 Akron/Secondary Cleveland**

**Effective Date: December 1, 2024**

**Job Purpose:** The ASIA-International Community Health Center (ASIA-ICHC) EHR Support Analyst serves as a training and application expert of EMR applications at the clinic. Primary responsibilities include providing end user training and support, validating completion of user acceptance testing for monthly and quarterly updates, and maintaining member-managed components of the software.

**Job duties (included but are not limited to):**

- **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 Manager, 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.
  - Maintain 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 the EHR Support Manager, IT consultant to set up new equipment, ensuring proper installation with proper software**
- **Manage Error Queues and In Basket pools to ensure issues are resolved.**
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- **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.**
- **Attends the appropriate workgroup meetings.**

- **Attends webinars and trainings relevant to the role**
  
- **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 create, extract or modify reports to meet metrics
  
- \_ Provides Active Role in Training Staff and Superusers**
  - Creates workflow documentation for training and reference.
  - Conducts training for certain user roles. Ensures training for other roles occurs.
  - Trains agency Superusers in applications.
  
- **Assists in Valued-Based Care reporting, analysis and training with QI Team members**
  
- **Assists in annual reporting for UDS, PCMH accreditation and attestation.**
  
- **Troubleshoots & solves application problems, opening tickets with the OCHIN when needed.**
- **Communicates EHR changes to relevant Superusers & staff.**
- **Reports to EHR Support Manager 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 the direction of EHR Support Manager.
- 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.
- Reliable 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](mailto:HRManager@asiaohio.org).

[Visit www.asiaohio.org](http://www.asiaohio.org). No phone calls please.

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