



## JOB DESCRIPTION

**JOB TITLE:** Clinical Informatics Coordinator  
**REPORTS TO:** Executive Director  
**DEPARTMENT:** Administration  
**LOCATION:** Rolling Hills Clinic (RHC)  
705 East Street, Corning, CA 96021  
**STATUS:** Full-time, 40 hours per week, Non-Exempt, 100% FTE

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*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

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### **POSITION SUMMARY**

The Clinical Informatics Coordinator is responsible for the implementation of software configurations, workflow development, clinical reporting development, deployment and support of the software for RH Clinic staff. The Clinical Informatics Coordinator will interact directly with Providers and Clinic staff to configure, test, train, implement and support the use of eCW software.

### **DUTIES & RESPONSIBILITIES**

1. Serves as the coordinator for deploying new portions of the Electronic Health Record (EHR) in specified locations, consulting with staff and departments in customizing software and altering workflow processes in the daily operation of the EHR.
2. Implements and supports multi-service software packages that automate the capture of clinical encounter information and its subsequent retrieval meeting HIS and Meaningful Use standards.
3. Trains new hires and existing staff (providers and clinical staff) in the use of the Electronic Medical Record (EMR).
4. Trains new hires and existing staff on interfaces/applications.
5. Training end users on optimal workflows related to the EMR/EPM system.
6. Delivers trainings in both formal (e.g. classroom), or informal (e.g. in clinic) settings.
7. Provides Help Desk technical support to end-users based on assigned tickets and telephone calls
8. Travel to all related outpatient centers to support EHR onsite training and trouble shooting.
9. Maintains up-to-date knowledge on application systems currently in use through research into related technical documentation.
10. Establishes a network of Super Users from each department within the Clinic and meets with them on a regular basis to discuss, services and coordinate implementation activities.
11. Works to disseminate information vital to user functionality in a manner that is easy to absorb, in layperson terms.
12. Emphasizes timeliness, accuracy, security and the importance of these functions on every clinical application.
13. Promotes the importance of data validity and security.
14. Identifies and coordinates efforts to correct deficiencies and errors that occur in the EHR.
15. Works with eCW in local testing of software, identifying software problems and requesting enhancements.
16. Promotes the importance of proper use of applications with an emphasis on optimum workflow.
17. Develops FAQs on relevant applications based on user feedback. Encourages a positive user experience and attitude in the navigation, workflow and use of EHR/EPM and other applications.

18. Develops and maintains a comprehensive understanding of EPM/EHR features, issues, forthcoming enhancements, and services. Serves as the “go-to” person on matters related to application systems, focusing primarily on EHR.
19. Works with departments to ensure uniformity in distribution of technical training among staff in similar roles or positions.
20. Assist with generating physician productivity measurements and reports.
21. Other duties as assigned by Supervisor.

### **SCOPE OF WORK**

22. Complies with all federal and applicable laws governing EHR and systems including Information Systems Security Act (ISSA), Health Insurance Portability and Accountability Act (HIPAA), Privacy Act and Center for Medical Services (CMS) regulations.
23. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
24. Attends meetings and trainings as assigned by Executive Director. May be called to present on implementation and training of EHR/EPM to various workgroups, both internal and external.
25. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
26. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.

### **MINIMUM QUALIFICATIONS**

1. Bachelor’s degree in a field related to Information/ Systems Management or Technology, or the Clinical equivalent in training and experience.
2. At least 4 years of experience with electronic health records within eClinicalWorks medical software and healthcare related project management experience.
3. Solid experience working with diverse communities in a non-profit or healthcare setting.
4. Solid understanding of clinical workflow, medical terminology, HIPAA and security regulations, Medicare/MediCal, CMS, and medical billing required.
5. Proficient with PCs and Microsoft Office applications; prefer experience in Open Dental (Dental Software) and Meaningful Use.

### **BACKGROUND CHECK REQUIREMENTS**

Pre-employment Drug Testing and a Department of Justice Fingerprinting clearance through Federal, State and Child Abuse Index is a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

### **VACCINATION REQUIREMENTS**

A pre-employment Physical exam is required upon hire. You will be required to provide vaccination records to show proof of immunity for TB or PPD, Measles, Mumps, Rubella, Varicella, TDAP & Hep B. If the records are more than 10 years old, titers are required to confirm immunity.

### **COVID RAPID TEST**

To protect the welfare and safety of clients receiving services at Rolling Hills Clinic, we prefer that you obtain a COVID Rapid Test onsite prior to date of hire. Test are performed at RH Clinic should you decide to get one done.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

## **WORK ENVIRONMENT**

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NOTE TO APPLICANTS:** Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.*