



JOB DESCRIPTION

Job title	<i>Electronic Medical Record (EMR) Support/Analyst</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Medical Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center, which provides compassionate, multi-lingual and culturally sensitive care to the communities of Chinatown, San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

This position oversees the day-to-day administration and provides support and training to physicians and staff over the use of NextGen. The EMR Support/Analyst position reports to the EMR Systems Implementation Manager and Chief Operations Officer. This position serves as the subject matter expert for testing and maintaining of NextGen, and provide ongoing support and continued education to all departments within CSC guidelines.

Duties and responsibilities

- Provides technical training to end-users on applications including but not limited to NextGen EHR, EPM, EDR, Relias LMS, Samanage Service Desk, Zoom and Microsoft Teams.
- Provide support in specific areas as patient encounters, patient scheduling, clinical workflows and business operations of NextGen.
- Provide classroom, web based and one-on-one training to physicians, nurses, ancillary, technical staff, and other end-users.
- Assess the training needs of end users and design effective training materials and techniques for individuals with different levels of computer literacy.
- Develops and prepares training materials, schedules, and conducts training (in-person and virtual).
- Plan, develop and implement educational programs for staff based on needs assessments, roll out of new clinical applications, system updates, and other organizational goals and changes.
- Assist with tracking of end user training attendance, course completion and knowledge checks using a LMS.
- Updates and refines training program components based on user needs.



- Use written and oral presentation and communication skills in order to effectively communicate to a diverse audience ranging from unskilled personnel to highly trained and experienced professionals with a wide range of computer skills at all levels.
- Assists managers in establishing educational goals and plans regarding clinical applications for the department/clinic, for a specific group of employees, or a single employee with educational needs.
- Support healthcare workers by providing technical support, troubleshooting and identifying opportunities for clinical information system improvements.
- Analyze, evaluate and make recommendations for options in the use of NextGen EMR.
- Develop, maintain, and follow systems policies, procedures, documentations, and workflow(s) for NextGen EMR.
- Collaborate in the development and implementation of strategic plans for enhancing and supporting the health system's IT environment.
- Communicate updates on the status of incidents, changes, requests and deliverables
- Requires travel from site to site and light lifting.
- Work with clinical, billing, I.T. and other staff to ensure best practice workflows are maintained and adopted.
- Other duties as assigned.

Qualifications

- Minimum 1 year experience using an EMR platform (NextGen 5.8 or above preferred).
- Minimum 1 year experience with technical training on an EMR platform.
- Ability to work independently and as part of a collaborative team.
- Provide technical support and basic trouble shooting for users.
- Strong organization skills and attention to detail.
- Strong written and communication skills.
- Classroom management skills.
- Experience working in a FQHC or healthcare environment (preferred).
- Ability to manage time, projects and assignments effectively without direct supervision.
- Ability to develop and maintain good working relationships with physicians and other clinical staff, and to interact positively and productively with teams.
- Ability to travel to multiple office locations.
- Bilingual in Spanish or Mandarin/Cantonese preferred.

Direct reports

EMR Systems Implementation Manager