



# EHR & Practice Management Consultants

**Position Title:** Patient Access Application Coordinator  
**Contract:** Northern California  
**Length:** 4 months

## **Job Requirements:**

Candidate must have experiences around SER and EAF related activities with a strong focus on Meaningful use and Transitional of care requirements and will be expected to serve as a mentor to County staff.

## **Skills and Requirements:**

- Familiar with integration points with other areas of business, such as patient accounting, HIM, Patient Access and authorization/pre-certification;
- Participates on project teams;
- Provides consultation to management regarding training and development or optional approaches to solving specific problems related to organizational productivity;
- Conducts difficult and complex research and analysis pertaining to management/employee training, staff development, organizational development, and program management and presents the information in written reports, proposals and other correspondence;
- Assesses the learning needs of staff in support of organizational strategy;
- Learns processes across departments and disciplines;
- Collaborates with subject matter experts, training colleagues, site specialists, business clients and Information Technology partners across the organization;
- Researches a variety of pertinent subject matter literature and confers with job experts and others with relevant knowledge to establish a foundation for training;
- Designs, writes, updates and tests training curriculum to a broad range of end user roles and knowledge, including computer based training modules;
- Previews and evaluates vendor instructional materials for purchase and use by the County;

- Manages work plan and project steps using established tools and procedures to meet committed time frames and project milestones;
- Serves as liaison between end users, project team members, and other resources as needed;
- Locates and arranges for training and development facilities and speakers/instructors or other trainers and coordinates the inventory, ordering, prepackaging and issuing of program supplies and equipment;
- Coordinates training for new software releases and updates;
- Instructs individuals or groups in a variety of subject matter areas and performs the role of facilitator or resource person;
- Trains, credentials and supervises Credentialed Trainers and Super Users;
- Provides technical training and orientation to financial, clinical and general desktop applications;
- Builds and maintains the master training environment;
- Performs in-depth analysis of workflows, data collection, report details, and other technical issues associated with Epic software;
- Monitors system performance and troubleshoots application issues;
- Participates in the evaluation of new module releases;
- Identifies enterprise workflow improvement opportunities and assists in implementation;
- Attends meetings to review end user and tracking and trending issues, workflow problems, system capabilities, monitoring feedback and potential system enhancement needs, etc.;
- Troubleshoots problems and responds to questions from end users;
- Communicates with vendors regarding technical issues;
- Maintains policy and procedure documentation and all training materials;
- Provides status updates and creates and manages training timelines and deliverables;
- May perform other organizational development or human resource duties as necessary;
- Certification in Cadence/ADT , Referrals
- Knowledge of Meaningful use and Transition of Care requirements
- Knowledge/experience with Referrals