

## **Compliance Support**

### **Summary:**

Provides support and assistance for all aspects of our Electronic Health Record e Clinical Works (eCW) and other reporting software usage and administration as assistance to Administration and Compliance Team. Trains and supports users related to workflows in EHR

### **Duties and Responsibilities:**

- Provide quality and accurate reporting for Administration using EHR, Data reporting software following a schedule and as requested for grants, projects, and other applications.
- Performs follow-up reporting on quality management items.
- Perform routine and incidental administrative functions within EHR program.
- Create and follows up on problem tickets.
- Responsible for ensuring capabilities of EHR & Data reporting software to report all performance standards required by outside entities, such as Medicare, Medicaid, State and Federal agencies.
- Troubleshoot application issues quickly and effectively for support tickets submitted by staff. Assist with escalation of support tickets to EHR and manage resolution process.
- Monitor various processes and functionality in the EHR and route issues to appropriate staff.
- Assist in development of new workflow material and policies based on best practice functionality.
- Assist with clinical template requests and system configuration.
- Administrate mapping and updates of forms and letters.
- Assist with application upgrades, upgrade testing and management of support issues that may result from upgrades.
- Act as liaison between EHR support and FHC providers and staff.
- Enroll new staff in EHR and provide EHR orientation & training for resident providers, new employees and volunteers.
- Act as liaison between EMR and Practice Management in regard to EHR workflow.
- Provide EMR-related support and assistance to staff as needed.
- Monitor Break-glass.
- Collaborates with Management team on quality improvement projects.
- Support the mission and vision of Family Health Care and follow clinic policies and procedures,

### **SECONDARY RESPONSIBILITIES**

- Establish and maintain a professional working relationship with each member of the clinical care team.

- Assure efficiency in communications and adherence to organization workflows.
- Assist in special projects.
- Other duties as assigned.
- Participate in continuing education and professional growth.
- Adhere to the standards and policies of the organization.
- Ensure strict confidentiality of legal, health and financial records.
- Perform miscellaneous job-related duties as assigned.