

## **Part Time eClinicalWorks EMR SUBJECT MATTER EXPERT**

### **About BlueNovo**

BlueNovo is a premier national provider of healthcare technology services. We are the trusted partner to the nation's leading hospitals, community healthcare organizations, physician groups & associations, and government health agencies. We help healthcare organizations improve quality, productivity, and competitiveness to meet and exceed strategic goals.

BlueNovo is seeking a highly motivated part time subject matter expert to provide support for its eCW EMR clients across the US. The individual we seek will serve as a client liaison to translate clinical and business documentation issues to the broader staff, troubleshoot and resolve issues, and provide training support to client end-users. The ideal candidate is an individual with familiarity in the clinical setting, or experience utilizing an Electronic Health Record (EHR) tool in the past while being able to demonstrate the ability to troubleshoot issues, analyze complex problems, and utilize all appropriate resources in providing best practice resolutions and recommendations.

This position is part time and we will need availability during normal west coast business hours, Monday- Friday, 8:30 am to 5:30 pm PT. Hours will be 10-20 per week, fluctuating based on client contract needs, with the potential to grow into a full time role with the organization as we take on more eCW clients. This position is remote but will also be asked to travel to client sites, mostly on the west coast, as needed.

### **Responsibilities**

Oversee design and configuration of system or upgrade

Provide application best-practice recommendations

Deliver project team system training, testing support, trouble-shooting and issue resolution

Review, analyze, and refine business requirements

Confer with users, managers, and other departments to determine impact and dependencies of build

Update, maintain, and audit databases, tables, configurations, and rules in software applications to ensure system integrity

Act as a technical escalation point for Project Managers/Consultants

Works with software vendors and the IT department in the testing, implementation, and support of the system

Communicate effectively with management, clients, peers and implementation teams

Participate in the development of process improvement and system automation projects as needed

This position is on a contractual basis, and we are looking at possibly 20 hours per week with ability to move between clients as needed.

**The candidate should exhibit:**

- Strong verbal and written communication skills
- Strong documentation skills
- Ability to translate complex business problems
- Ability to train clinical staff on utilization of EHR systems
- Experience working with eCW EMR
- Experience with eCW form development
- Knowledge of Federally Qualified Health Centers (FQHC's) and/or Community Health Centers (CHC's)
- Ability to provide excellent customer service –remote and on-site at client
- Willingness to travel across client sites
- Willingness to learn all necessary components of EHR application to being able to support clients through continuing education

**Qualifications**

- BA/BS degree or equivalent experience and education in information technology, healthcare management, or business administration *preferred*
- Minimum four years recent experience in the configuration and support eCW EMR required
- Proven track record in the successful execution of systems and business analysis; superior trouble shooting and problem solving skills
- Able to lead project teams to consensus
- Understanding of HIPAA regulations
- Excellent written and verbal communication skills
- Ability to produce technical documentation at the appropriate level depending on the audiences
- Ability to prioritize tasks, work on multiple assignments, and manage ambiguity
- Must be able to develop effective working relationships with the client and implementation team members and must demonstrate a high level of composure, professionalism, and knowledge of healthcare and business environments
- Previous experience implementing process improvements designed to enhance team efficiencies and or client experience a plus

**Application & interview process**

- One of our recruiters may contact you to arrange a first round phone interview, which is aimed to get to know you and discuss your experiences. At that time, you

will have the opportunity to get to know us and learn more information about the position and what it is like to work at BlueNovo.

- BlueNovo conducts a rigorous interview process to ensure we hire the most capable candidates in tune with our service offerings and open opportunities. BlueNovo provides a positive, challenging, and fun team-based working environment along with a competitive industry salary and benefits.

Job Type: Part Time & Contractual, hours may fluctuate based on contract needs, the position is fully remote with some travel required as needed to clients sites.

Compensation is based on experience.

We are providing our employees, when they need to go on site, with all necessary PPE items and are taking all necessary COVID-19 preventative precautions.

Please email resume to [Emily.Rosenblatt@bluenovo.com](mailto:Emily.Rosenblatt@bluenovo.com)