



## **POSITION DESCRIPTION**

**POSITION TITLE:** EMR CLINICAL APPLICATION ANALYST

**DEPARTMENT:** INFORMATION TECHNOLOGY

**CLASSIFICATION:**

**UNION:** NON-UNION

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## **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** IT OPERATIONS MANAGER

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## **POSITION SUMMARY**

The EMR Clinical Application Analyst provides application support regarding the Electronic Medical Record (EMR) system. The EMR Clinical Application Analyst provides expertise and experience in the planning, training, implementation, communication, maintenance and evaluation of existing or new functionality related to the EMR software.

This incumbent will be involved with on-going process improvement related to EMR and provides Level 2/3 Helpdesk support related to this product, with a focus on quality and best practices.

The position of EMR Clinical Application Analyst functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## **ESSENTIAL FUNCTIONS AND DUTIES**

Function and duties include but are not limited to the following:

- Involved in contributing to the Information Technology Department purpose and objectives in accordance with the IERHA's vision, mission, policies and procedures.
- Contributes to the development, delivery and evaluation of the EMR regional and site/program plans for staff and peers.
- Participates in the ongoing assessment, implementation/coordination and evaluation of EMR regional and site/programs.

- Monitor system activities, identifies issues, resolves problems, and appropriately escalates issues to manager or vendor.
- Responsible for maintaining optimum communication with the system vendor, application support staff, and the users of the Electronic Medical Records (EMR) system .
- Participates in the ongoing development and maintenance of the EMR education resources for staff building a document library.
- Maintain system master and configuration files, including dictionaries, security and address books.
- Troubleshooting and testing of new EMR software releases.
- Builds reports/data extracts/forms including: Ad hoc reports for end users.
- Merges, deletes and modifies patient records as required/requested by Clinics.
- Acts as the program liaison with other programs and services as required, with other team members.
- Collaborates with the Coordinator of IT Support in regular performance reviews and the establishment of a personal professional development program.
- Undertakes organizational development activities as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER:**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Minimum two (2) years Post-Secondary Education in a health related field and or degree, diploma or certificate in Health Care Administration or a combination of education and experience.

**REQUIRED KNOWLEDGE:**

- Knowledge of principles and usage of an Electronic Medical Record required. Experience with Medical Office Operations required.

**EXPERIENCE REQUIRED:**

- Over three (3) years' experience with EMR (Accuro) or with another EMR system preferred.

**SKILLS/COMPETENCIES:**

- Demonstrated ability to function effectively as a member of a team.
- Demonstrated effective communication skills, both verbal and written, with individuals and groups.
- Demonstrated ability to adapt and apply knowledge/skills in a variety of environments cross a variety of electronic systems and applications.
- Evidence of ongoing professional development.
- Demonstrated ability to work and make decisions both independently and interdependently
- Valid drivers license.

- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

#### **PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
September2018  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources \_\_\_\_\_  
Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*