HealthInfoNet

JOB DESCRIPTION

Position: Client Services Analyst
Reports to: Director of Client Services
Status: Full time staff: Exempt

Position Responsibilities

This position serves as the primary point of contact for customer support needs for HealthInfoNet on a daily basis. The analyst will work in conjunction with the information services team as technical support needs are identified in order to maintain that the health information exchange (HIE) systems are functioning according to standard operating practices.

The HealthInfoNet Client Services Analyst is also responsible for business processes that support patient record matching that will ensure the accuracy, reliability, and integrity of the Enterprise Master Patient Index (EMPI) database, including patient consent processing for all HIN clients.

Specific responsibilities include:

Client/User Account Management & Support:

- Perform daily information services support functions including: requests for access to the HIE, granting, maintaining, and expiring HIE user account access, and other functions as needed.
- Provide excellent customer service as the initial point of contact for client support requests via email, phone, and website inquiries.
- Troubleshoot client support issues with the assistance of information services and implementation team members as needed.
- Document client support activities as required in appropriate applications including Jira.
- Process consent requests from patients in accordance with Maine Law.

Patient Matching; Enterprise Master Person Index:

- Analyze patient records across contributing facilities to ensure patients are correctly linked under a unique identifier.
- Manage and monitor EMPI task queues according to organization goals or targets set by management, generate status reports on a recurring basis.
- Work directly with contributing facilities to resolve potential duplicate patient records and patient record overlays, as needed.

Employment Standards

Education: Bachelor's degree or equivalent health care work experience.

Experience:

Minimum of two years in healthcare and/or information technology.
Experience with customer or client account management and support preferred.
Knowledge of patient registration processes and enterprise master person index software solutions preferred.
Knowledge of health records management preferred.
Knowledge of the Health Information Portability and Accountability Act (HIPAA) preferred.

Required Skills: Excellent oral, written and listening communication skills.
Strong attention to detail.
Excellent customer support skills.
Ability to work in a team environment consisting of customers and co-workers.
Ability to work under pressure and balance competing demands of customers and projects.
Strong troubleshooting skills a must.
Strong knowledge of desktop hardware and software.
Must be self-motivated and independent.
Ability to work effectively with minimum supervision.

Candidates should email resume and cover letter to amcbrierty@hinfonet.org

Please include the title of the job you are applying for in the subject line of the email.