

**MASON CITY CLINIC**  
**Job Description**

**Job Title:** Clinical Application Specialist  
**Job Code:**  
**Department:** Administration

**FLSA Status:** Non-Exempt  
**Employee Group:** Non-Management

**General Summary:**

Under the general direction of the IT Manager, assists with all facets of the Electronic Medical Record (EMR) software including content development, training, support, interface management, and clinical reporting. Assists with customer service.

**Principal Duties and Responsibilities:**

1. Assist with all facets of EMR software maintenance, taking leadership for different areas, as needed and directed by the IT Manager. The IT Manager will determine priorities for assigned tasks.
2. Utilize project management abilities to help lead and coordinate implementation of new functionality, forms, upgrades, and EMR-related clinical processes.
3. Content development:
  - a. Assist in development of needed clinical content in cooperation with EMR team members and key clinical leaders through workflow analysis and use of technical tools such as Visual Form Editor and CCC text file editor. Work with the on-site programmer to develop content.
  - b. Research and develop new ideas to address clinical issues based on EMR planned upgrades, EMR user group blog, or current reading.
  - c. Develop and maintain relationships with the EMR vendor and with users of the EMR system to bring resources and knowledge to meet the organization's clinical needs.
4. Training:
  - a. Develop training materials and the training plan for new processes/functionality in the EMR.
  - b. Provide group, department or individual training (e.g. new hires) or ad hoc (e.g., desk-side support for physicians), as necessary.
  - c. Support the Help Desk to respond to staff EMR support questions. When needed, a case will be filed with the EMR vendor and the Clinic Support/Help Desk will coordinate with the Clinical Application Specialist to follow through to issue resolution.
  - d. Work with the IT department to troubleshoot technical issues that arise.
5. Interface management:
  - a. Work as a member of the team to assure management of the Link Logic interfaces, in tandem with the IT department and other clinical departments, such as the Lab.
  - b. Troubleshoot error resolution issues.
  - c. Maintenance of cross-reference file.
  - d. Assist with development of new interfaces as needed.
6. Clinical Reporting:
  - a. Work as a member of the team to monitor and improve clinical outcomes.
  - b. Will understand, on a basic level, the use of reporting dashboards, Crystal Reports, or EMR reporting tools to provide custom reports in support of clinical programs, and other reporting needs such as Meaningful Use (MU), MACRA or MIPS managed care quality reports.
  - c. Will be the liaison to the EMR vendor's data warehouse so that data can be accessed as needed for reporting purposes.
7. Performance Improvement:

Will work as a member of the team to coordinate the implementation of functionality enhancements to the EMR as needed by the organization and its programs. Seeks to identify and resolve issues through teamwork and collaboration.
8. Maintains knowledge of trends and developments in the field by reading appropriate articles, journals,

