



## JOB DESCRIPTION

**JOB TITLE:** Electronic Health Records EHR Analyst  
**EXEMPTION STATUS:**  Exempt  Non-Exempt  
**REVISED DATE:** December 2021

**SUMMARY:** Under the supervision of the Senior Director of Information Systems and Quality, the EHR Analyst is responsible for support of the Electronic Health Record software across the departments of the entire organization. Incumbent interacts with all levels of practice personnel, in particular with users in assigned client department(s), and with vendors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following (other duties may be assigned)

- Assigns and responds to help desk requests related to EHR software.
- Acts as a contact for application system issues.
- Acts as a technical liaison between EHR software users and vendors.
- Analyzes and documents problem(s) with EHR software, recommends solution(s), initiates corrective action(s), follows up on problem resolution, and informs clients of status.
- Provides some technical support to client users.
- Remains knowledgeable of operations and the computer systems within the practice to provide comprehensive support.
- May be responsible for assigned technical aspects during conversions, file expansions, interfaces, and upgrades.

**EDUCATION AND/OR EXPERIENCE:** Bachelor's degree preferred, preferably in Healthcare-related field or Computer Science, plus two–four years' experience in related field. Experience in health information systems environment preferred. Knowledge and experience with electronic health record systems preferred. Experience with project management and system implementation preferred. Nursing experience highly desirable.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Individual should also demonstrate strong problem-solving and troubleshooting skills and possess excellent oral and written communication skills. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**LANGUAGE SKILLS:** Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and other routine mathematical functions.

**REASONING ABILITY:** Ability to learn new concepts quickly and with little supervision. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

**OTHER SKILLS AND ABILITIES:** Working knowledge of computers, keyboards, printers. Ability to operate the phone system. Skill in composition, compiling and preparing a variety of correspondence, documentation, reports, and other materials. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and/or independently using good judgement with a variety of professional disciplines. Must convey a professional and positive image and attitude. Demonstrates professional conduct working with employees from diverse backgrounds and educational levels.

**WORK ENVIRONMENT:** The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 50 pounds. Rapid mobility may also be required on occasions. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Stress level may increase due to frequently dealing with employees, physicians and other healthcare providers. Demands high levels of concentration and the ability to work in an emotionally charged and fast-paced environment.

**DISCLAIMER:** The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

**By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date