**Health Informatics Coordinator**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Healthcare Informatics Coordinator at Westminster-Canterbury on Chesapeake Bay (WCCB) is to use, support, maintain, and upgrade the electronic health record (EHR) and other Health Information Management (HIM) technologies before, during, and after implementation on the WCCB campus.

Must be able to provide financial, clinical, technical support and maintenance of the EHR and all ancillary health information systems. Responsible for financial systems performance and ongoing operations through training and support of end users on financial aspects relating to processing patient eligibility, payers/insurances, and claims. Collaborates with the Director of Health Information Technology, Manager of Billing Operations and financial systems vendors to implement, upgrade, and maintain financial information processing activities.

Maintains in-depth knowledge of data retrieval as well as the most efficient and effective ways for medical personnel to be able to access the data for patient treatment. Reviews EHR documents to ensure the patient name, medical record number, account number, form type and other applicable information is correct. Review records for completion based on applicable regulations (accreditation agencies, CMS, or state). Releases medical records with valid authorization in conjunction with HIPAA and state regulations. Identifies areas of non-compliance in coding, charge capture and revenue cycle data collection practices.

Provides recommendations on appropriate coding, data collection and documentation behaviors. Adheres to established processes and procedures throughout the organization to maintain billing integrity and compliance. Maintains current knowledge of the various regulatory agency guidelines and requirements. Works with staff and providers to ensure that all regulations are met, and those bills are subsequently submitted to a third party with accurate and compliant data.

**RESPONSIBILITIES**

* Executes the enterprise-wide implementation project plans and hardware (as needed); Configures software to meet practice needs;
* Maintains systems and serve as an enterprise-wide consultant for all HIT implementation; Provides training to appropriate staff including clinical personnel;
* Serves as a liaison between WCCB and vendor personnel; Interacts with the vendors as needed to rectify problems that occur during the deployment and maintenance process, including evaluation, design, implementation and support of systems hardware and software for critical infrastructure
* Tests the software against performance specifications; Incorporates usability principles into design and implementation;
* Provides coding assistance and feedback to ensure appropriate reimbursement, as well as to ensure that coding and documentation meet regulatory requirements.
* Evaluates current information systems and knowledge of alternate or new information systems is important for the coordinator; Plans, implements, and evaluates the information systems that are used within WCCB; Upgrades or improves existing computer information systems or recommends new systems;
* Performs a variety of activities involving preparation and scanning of medical record documents so that scanned images uploaded to the Electronic Health Record, ensuring accuracy and timeliness;
* Perform merges of duplicate medical record numbers; Retrieves records and releases information for patient care purposes. Reviews/analyzes coding and medical documentation associated with patient.
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* Supervises WCCB EHR encounters for accuracy and regulatory compliance.
* Analyzes data changes affected by system interfaces; and back-end revenue cycle activities. Captures and reports findings in an Excel spreadsheet, Google Sheets, or Access Database;
* Provides feedback and assists during the corrective action process.

**QUALIFICATIONS**

* Associate's or Bachelor's degree preferred
* Industry-wide certifications (AHIMA, (ISC)2, HIMSS, or AAPC) are a plus.
* Work experience/training in the medical field required
* At least 3 years of experience in the field and in professional production coding, billing and reimbursement and/or related education;
* Experience with health information technology, health information management, and/or Clinical, Information Technology skills;
* Previous training, implementation, and systems build experience;
* Previous experience working in healthcare with EHR systems;
* Hospital or medical information systems experience preferred;
* Experience working with clinical staff is preferred Experience with advanced clinical software systems, databases, and other computer software programs developed for hospital or healthcare settings;
* Experience in a clinical setting with coding specialization;
* Extensive knowledge of medical terminology, medical coding (CPT-4 and ICD-10-CM) and state and federal and Medicare regulations;
* Experience in coding diagnoses and procedures in patient records for reimbursement and research.
* Hands-on experience working in a clinical setting and with other various groups;
* Experience in Google, Microsoft, and Adobe software applications.
* Critical thinking and analytical skills;
* Basic knowledge of the revenue cycle for the purpose of communicating corrective action recommendations
* Knowledge of Centers for Medicare & Medicaid Services (CMS) skilled documentation guidelines and requirements.
* Comprehensive knowledge of medical, administrative, ethical and legal requirements and standards related to healthcare delivery and the privacy of protected patient information.
* Strong written and verbal communication skills with emphasis on relationship building and communicating effectively with a group, as well as patience to teach computer skills to a wide variety of individuals;
* Interpersonal and excellent customer service skills
* Basic knowledge of the revenue cycle for communicating corrective action recommendations;
* Thorough knowledge of legal medical record requirements, medical record forms and content;
* Ability to use peripheral equipment such as bar code scanners, printers, fax machine, photocopier and scanner;
* Ability to deal professionally with co-workers and staff from other departments and vendors as needed;
* Ability to focus on details, and multi-task in a fast-paced environment, working with seniors.
* Ability to work independently and meet deadlines;
* Accepting of roles with increasing responsibility;
* Ability to multi-task and work with the senior population.
* Highly self-motivated and directed and able to effectively prioritize and execute tasks.
* Constantly operates a computer and other office productivity machineries, such as a calculator, copy machine, and computer printer.
* Frequently moves heavy healthcare files for filing
* Typical office work environment.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision