



Job Description

Job Title:	Clinical Informatics Specialist
Classification:	Non-Exempt, Full-time
Reporting Relationship:	Reports to the Chief Information Officer
Supervision Responsibilities:	No

Essential Role: This position will serve as a key liaison between clinical, operational, and technical teams to ensure optimal use of the electronic health record (EHR) system, with a focus on eClinicalWorks (eCW) and the Healow patient portal. This role is responsible for designing, implementing, training, and optimizing workflows within eCW and Healow to improve patient care, strengthen patient engagement, ensure regulatory compliance, and support data-driven decision-making.

Duties & Responsibilities:

1. Serve as the subject matter expert for eClinicalWorks (eCW) and the Healow patient portal.
2. Manage Healow setup, configuration, and ongoing optimization to enhance patient engagement and satisfaction.
3. Train staff and patients on Healow functionality (secure messaging, appointment scheduling, prescription refills, telehealth visits, etc.).
4. Develop workflows that integrate Healow into clinical operations, ensuring providers and staff use the portal effectively.
5. Collaborate with providers, nurses, and staff to optimize EHR and portal documentation, templates, and communication tools.
6. Assist with EHR/portal upgrades, patches, and new feature rollouts.
7. Monitor portal usage and analytics to identify opportunities for improved adoption and access.
8. Support compliance with HRSA, UDS, and other reporting requirements for Federally Qualified Health Centers (FQHCs).
9. Troubleshoot Healow and EHR-related issues, coordinating resolution with internal IT teams and eCW support.

10. Assist in integrating clinical decision support tools, population health initiatives, and interoperability projects.

Qualifications:

Education/Certifications/Licenses/Registrations

- Bachelor's degree in Health Informatics, Nursing, Public Health, IT, or related field (or equivalent experience).

Experience

- Minimum 2 years of hands-on experience with an EMR (electronic medical record) with a strong preference for eClinicalWorks (eCW). Healow experience is also preferred.
- Strong understanding of clinical workflows and patient engagement strategies in ambulatory or FQHC settings.
- Demonstrated experience in EHR/portal training, optimization, and report building.
- Experience with HRSA compliance, UDS reporting, and quality program data (e.g., HEDIS, PCMH, Meaningful Use).
- Familiarity with SQL, data analytics tools, or healthcare interoperability standards.
- Prior experience in an FQHC, community health center, or multi-site ambulatory practice.

Technical Skills

- Problem-solving and analytical thinking.
- Strong attention to detail and accuracy.
- Ability to work collaboratively with multidisciplinary teams.
- Effective patient and staff training skills.
- Commitment to patient-centered care and health equity.
- Able to function independently and document meticulously.

Behavioral

- Ability to strongly embrace and personify the mission and values of GraceMed with socio-economic and cultural sensitivity in mind.
- Must display good verbal and written communication skills and be able to professionally receive and follow oral instructions.
- Able to handle stressful situations.

Work Schedule:

Normal clinic schedule is Monday through Friday 8:00 am to 5:00 pm., schedule may vary. Work will be both onsite at the health center and remote support as needed. Some travel between clinic sites may be required.

Working Conditions:

Medical office environment. Ability to sit and/or stand for long periods of time. Bending, stooping, and lifting (up to 10lbs.) may be required. Interaction with physicians, patients and other office personnel. Must have visual acuity and manual dexterity to interface with computer.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

This job description has been examined for compliance with the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FLSA) (May 1995).

Confidentiality: As an employee of GraceMed Health Clinic, Inc., you are bound by principles of medical ethics. You have both a legal and moral obligation to protect the privacy of our patients. In the course of your work, you will have access to confidential information regarding patients, and/or the practices' confidential business. It is essential that you refrain from any discussion regarding personal information about a patient, a patient's condition, a patient's finances, proprietary company information, and/or the practices' confidential business with any third person. This includes, but is not limited to, other employees, your spouse, family or friends. CONFIDENTIALITY IS SO IMPORTANT THAT ANY BREACH OF THIS POLICY WILL BE CONSIDERED GROUNDS FOR TERMINATION. Review and signature of the Agreement is a condition of employment.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received and read the GraceMed Health Clinic, Inc. job description and that I fully understand its' provisions. I also understand that the policies and requirements contained in this job description are subject to change at the discretion of administration and that this job description is not intended to be or deemed to constitute an employment contract or a promise of continued employment.

Signature of Employee

Date

Signature of Manager

Date