EMR/IT Specialist
Job Description

PURPOSE OF THE POSITION

Matawa First Nations has established the Matawa Health Co-operative (MHC). This provincially incorporated Co-op consists of the nine Matawa member communities – Aroland, Constance Lake, Eabametoong, Long Lake #58, Ginoogaming, Marten Falls, Neskantaga, Nibinamik, and Webequie First Nations.

The Matawa Health Co-op is the first Nation Health Co-op in Canada. Its purpose is to provide collaborative and accountable health service to member First Nations. As a co-operative, the members set the direction, and it reflects the unique nature of each First Nation. The MHC is flexible and how services are implemented must reflect the priorities, capacity and diversity of each First Nation.

SCOPE

The EMR/IT Specialist shall work closely with and report to the Director of Clinical & Nursing Services. They will assist the Director of Clinical & Nursing Services in the planning, development, implementation, and evaluation of the EMR/IT management component of the MHC.

The person must be committed to a community development philosophy, primary care model, and inter-disciplinary health practice, establishment of partnerships with other agencies, cultural competency and collaborative relationships with other staff.

RESPONSIBILITIES

EMR System Maintenance and Support
- Install, configure, and maintain electronic medical records (EMR) software and systems.
- Troubleshoot technical issues related to EMR applications and provide timely support to clinical and administrative staff.

Data Management and Integrity
- Ensure the accuracy, completeness, and security of patient data within EMR systems.
- Assist in data migration, extraction, and integration with other healthcare IT systems.

User Training and Support
- Provide training to new and existing staff on proper use of EMR systems.
- Develop user manuals, quick reference guides, and conduct training sessions.

System Upgrades and Testing
- Coordinate and support system updates, patches, and software upgrades.
- Participate in system testing and validation to ensure compliance with clinical workflows.

Compliance and Security

- Ensure that all EMR systems meet HIPAA and other regulatory standards for patient data security and privacy.
- Monitor system access and implement role-based permissions.

Customization and Optimization
- Customize EMR templates, forms, and workflows to fit clinical needs.
- Work with stakeholders to improve usability and efficiency of documentation processes.

Technical Liaison
- Act as a liaison between clinical staff, administrative teams, and software vendors.
- Coordinates with IT department and compliance teams on broader technology projects, initiatives, and policies implementation.
- Provide first line response for users requiring assistance with information technology issues and to resolve them in a timely manner.
- Respond to requests for technical assistance by phone, email, remote support and in-person.
- Perform account creation, deletion, password resets across multiple network-wide and cloud applications.
- Provide setup and support of personal computers, tablets, iPads, smartphones, network equipment and common user applications.
- Monitor and escalate alerts and complex issues to the Manager, IT Services.
- Support and maintain user accounts including rights, permissions and systems groups.
- Understand the collection, storage, and access of confidential data according to PHIPA and OCAP principles.

Reporting and Analytics
- Generate routine and ad hoc reports for clinical, operational, and compliance purposes.
- Support quality improvement initiatives through data collection and analysis.

Documentation and Incident Logging
- Maintain detailed documentation of system configurations, changes, and support tickets.
- Log incidents and resolutions for audit and quality assurance purposes.
- Perform other related duties, as requested.

QUALIFICATIONS AND REQUIREMENTS

The incumbent must have proficient knowledge in the following areas:

1. A post-secondary degree or diploma in Information Technology or computer science; or equivalent.
2. PACC Professional Certification, Health Information Management Certification or IAPP or similar associations preferred.

3. Minimum of 3 years of technical/EMR support work related experience.
4. Familiarity with SolarWinds Service Desk (IT Helpdesk Application) will be considered an asset.
5. Experience with operating systems: Windows 11 and later; Windows Server 2019 and later; MACOS, VMware 8.0 and later, Redhat Linux, SonicWall Administration, Microsoft 365 Administration, Microsoft Office Products all considered an asset.
6. Proficiency in Active Directory and other Microsoft Server management tools.
7. Strong knowledge of TCP/IP network configuration, security, and remote access management.
8. Understanding of the design, configuration and support related to local area networks, security aspects, wired and wireless routers and printers.
9. Knowledge of VPN Basics (Virtual Private Networks).
10. Knowledge of Android based phones, and iPhones.
11. Some exposure to Apache web servers and Linux related products will be considered an asset.
12. Understanding of E-Health Services and Ontario Health (OTN) will be considered an asset.
13. Broad knowledge of the services provided Matawa First Nations and member First Nations. They must be familiar with the politics and health related trends in the area and able to translate that familiarity into social action to benefit the local health programs.
14. Good knowledge of the programs, regulations, and procedures of Ministry of Health and Long-Term Care, and First Nations and Inuit Health Branch, including Non-Insured Health Benefits.
15. Ability to satisfactorily pass a Tuberculin (TB) Skin Test and Criminal Records Check (including Vulnerable sector).
16. Must be able to travel to the Matawa First Nation Communities as required.
17. A valid driver's license.
18. Access to a vehicle and insurance to travel to highway accessible sites.
19. Ability to speak Oji-Cree or Cree an asset.

Skills

The incumbent must demonstrate the following skills:

- Excellent oral and written communication skills.
- The ability to maintain patient confidentiality.
- Demonstrated interpersonal and leadership/management skills.
- Excellent problem-solving skills.

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties. The incumbent must also demonstrate the following personal attributes:

- Must be able to perform work duties with minimal supervision.
- Must be willing to work in a team like setting.
- Demonstrates commitment to fostering a healthy and positive work environment.
- Must be willing to travel as required.

WORKING CONDITIONS

Physical Demands

The EMR/IT Specialist may have to travel to the communities in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The Privacy/EMR Administrator may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. Privacy/EMR Administrator may have to manage a number of projects at one time and may be interrupted frequently. The Privacy/EMR Administrator may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer, which may cause eyestrain and occasional headaches.

Mental Demands

The Privacy/EMR Administrator will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

_____   _____
Employee Signature   Date

_____   _____
Printed Name   Witness

I certify that I have read and understand the responsibilities assigned to this position.

_____
Executive Director's Signature   Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.