

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting temporary full-time opportunity (approximately One year) as an **EMR Support Analyst (Competition #171.17)** exists in the Information Management/Information Technology reporting to the Manager, Clinical Applications.

Summary of Duties, but not limited to:

- Being attentive to the client experience, provides user support through in-person support, telephone support line, email communication, training, and demonstrations
- Maintains patient/client confidentiality and adheres to privacy policies at all times
- Prioritizes, resolves, and escalates user inquiries, including account set-up and access concerns, and provides solutions in a timely fashion
- Completes incident logs, reporting, etc.
- Logs and tracks support calls in the designated ticketing system(s) to prioritize and escalate jobs as required to ensure customer satisfaction
- Identifies trends in the support calls and develops documentation to address these most-often reported problems and issues
- Notifies management of increasing trends, unusual activity or repeated activity
- Updates customers and management on the status of current resolution efforts and attends daily/weekly meetings as requested or required
- Recommends product or system improvements including procedural steps, increased training, and enhanced documentation
- Assists application teams to initiate, design and manage effective support solutions as directed by business needs
- Assists with the development and testing of newly designed products for operational integrity and function

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- University degree or College diploma required
- Two (2) years previous experience in a service desk/customer support model or health care environment is an asset
- Familiar with Personal Health Information Privacy & Security related acts & guidelines
- Experience with hospital registration systems and registration process
- Basic computer abilities with the understanding of terminology and functionality and advanced MS Office computer skills (MS Word, Excel, PowerPoint, and Outlook)
- Demonstrated attention to detail with high level of accuracy and data quality
- Ability to multitask and understand the urgency of user inquiries
- Excellent telephone presence with organized follow-up skills



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• Ability to be proactive, take direction, and establish ownership of projects

- Demonstrated networking skills, able to foster strong relationships internally and externally
- Excellent verbal and written communication skills
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: August 23, 2017

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Aboriginal peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.