

POSITION DESCRIPTION

Position Title: **CLINICAL SPECIALIST**

Report To: Director of Service Delivery

PURPOSE

ComplyMD's mission is to be recognized as the progressive facilitator of surgical encounter documentation. We will enhance the physician-provider relationship with patients in optimizing outcomes, improving care communication and ensuring efficient payment and reimbursement.

ComplyMD is an innovative and promising organization that provides surgical encounter documentation to optimize the physician's mindshare and to efficiently code procedures in near-time compliance.

ComplyMD has the strong support of the hospitals, surgical centers and physician offices utilizing Surgeon Notes©. We have an asset base of intellectual property, team passion and reference customers. Corporate goodwill does not come easy. ComplyMD has invested its talents in building a client base that is pleased with Surgeon Notes©. ComplyMD has formalized processes and disciplines to ensure client references, launch a scalable sales team and provide a repeatable implementation process.

To reliably deliver our solution, Clinical Specialists are essential for proper analysis, training, configuration and transition. They enable every ComplyMD customer to successfully adopt ComplyMD Surgeon Notes.

The Clinical Specialist is to be laser-focused on the ComplyMD customer's surgery suite implementation and operation. Specialists are deeply involved in the training of Operating Room Nurses, Surgeons, Health Information Management (HIM) Professionals, Pre-Admission Testing (PAT) Nurses and Office Coders.

Specialists are expected to grow in their knowledge of standard diagnostic and procedural documentation.

The Clinical Specialist is to ensure Surgeon Notes is properly used to provide the benefit to the vast array of healthcare professionals responsible for coding, compliance, billing and auditing of the surgery services.

Clinical Specialists provide the client-facing training, configuration and analysis. The Specialist will work in a breadth of locations: surgical suites, physician offices and facility HIM departments. As Specialists develop,

they will expand the ComplyMD Knowledge Base to improve subsequent implementation efforts and

establish tools and techniques to improve training efficiency. Clinical Specialists have two core objectives.

- Target 100% Adoption Satisfaction
- Complete 80% of Surgical Case Training within 60 days of Kickoff
- Client Satisfaction, Training Calendar Time and Silver Scalpels are key performance metrics for this role.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- I. **Sales:** *Be a Big Fish in a Small Pond; Find the Next Lake to Conquer*
 - a. Demonstrate the ComplyMD Surgeon Notes product to various user roles (Surgeons, Nurses, HIM staff, physician office personnel)
 - b. Validate the Discovery documentation from Business Development
 - c. Gather necessary information for Surgeon Notes Implementation
 - d. Assist in Proposal Presentations to resolve final prospect concerns

- II. **Service:** *Know how we Do It and Do how we Know It...*
 - a. Follow and refine the Surgeon Notes Implementation Roadmap
 - b. Establish and track all Adoption Success criteria with new facilities
 - c. Train physician office personnel on Surgeon Notes product and process; work to templatzize common procedures
 - d. Work with Facility Nursing and HIM staff on Surgeon Notes product and process
 - e. Personally assist Physicians in training of the Surgeon Notes solution
 - f. Secure Physician signature signoff on Statements of Competency

- III. **Product:** *Know what we Do and Do what we Know...*
 - a. Provide feedback to the Product Management team to prioritize Product Backlog
 - b. Provide detail regarding requests for future enhancements
 - c. Provide detailed documentation of irregular product behavior
 - d. Assist in User Acceptance Testing of any ComplyMD Surgeon Notes release.

- IV. **Stewardship:** *Predict the Results of our Labor and Labor to meet what we Predict...*
 - a. Provide weekly status reports to the Facility Champions summarizing our accomplishments, future plans for coming week, issues encountered and plans for issue resolutions.
 - b. Adjust Implementation Schedules to reflect progress and snapshot view of implementation success, issues, etc.

- V. **HR:** *Employ folks who take Ownership and provide Ownership to those we Employ*
 - a. Assist in the recruiting and retention of other high-value, high-energy associates
 - b. Nominate associates for Silver Scalpel awards

QUALIFICATIONS

EDUCATION

- A four-year degree in Health Sciences, Business, Computer Science or equivalent experience is preferred
- College-level course work in Biology, Anatomy, Medical Identification and/or Latin is preferred
- Experience will be considered in lieu of the degree

EXPERIENCE DESIRED

- Understanding of ComplyMD's solutions and offerings
- Understanding of Operating Room process and etiquette
- Understanding of the HIM processes from clinical diagnosis through surgical procedures and subsequent documentation from Dictation/Transcription through Medical Coding
- 1+ years of software-based solution experience
- Proven successful team project track record
- Proven planning and implementation track record
- Proven management track record; financial responsibility is expected
- Demonstrated management, motivational and leadership skills
- Effective communication and problem-solving skills
- Previous experience in supporting or driving business development
- Strong public-facing relationships and community involvement

SKILLS/ABILITIES

- Good human relations abilities
- Able to organize and coordinate project teams
- Good oral and written communication abilities
- Good analytical and technical skills
- Appreciation of technology for business solutions
- Healthy self-confidence in one's own abilities

