

POSITION DESCRIPTION

Position Title: **HEALTH INFORMATION MANAGEMENT SPECIALIST**

Reports 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 define, design and deliver our solution, Health Information Management, HIM, Specialists are essential for proper analysis, training, configuration and transition. They enable every ComplyMD customer to successfully adopt ComplyMD Surgeon Notes.

The HIM Specialist is a corporate knowledge steward of ComplyMD's medical domain. HIM Specialists are involved in our product roadmap, the Implementation/Adoption efforts regarding physician template accuracy, and training of other Health Information Management professionals, Physicians and Office Coders. HIM Specialists are expected to grow in their knowledge of advanced diagnostic and procedural documentation including the quarterly changes of the CPT and ICD9/ICD10 code specifics. The HIM Specialist is to help ensure Surgeon Notes is built to provide compliance to all medical professionals and benefit to the vast array of healthcare professionals responsible for coding, billing and auditing of the surgery services. HIM Specialists provide the internal ComplyMD and client-facing training. The HIM Specialist will periodically work in client locations: hospitals, outpatient centers and physician offices. As HIM Specialists develop, they will expand the ComplyMD Knowledge Base to improve the product and establish insights to improve training efficiency. HIM Specialists have two core objectives.

- Target 100% Adoption Satisfaction
- Gain 80% of Surgical Case Training within 60 days of Kickoff
- Client Satisfaction, Product Backlog 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. Advocate the HIM related services and compliance expectations within ComplyMD's business development teams and with our prospects.
 - b. Assist in Proposal Presentations to resolve final prospect concerns

- II. **Service:** *Know how we Do It and Do how we Know It...*
 - a. Oversee and validate the creation of physician templates for the Service Team
 - b. Analyze existing HIM processes at both hospitals and physician offices
 - c. Work with HIM staff on Surgeon Notes product and process

- 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 HIM domain experience and expectation regarding enhancement requests
 - c. Provide detailed documentation of expected 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. Adjust Implementation Schedules to reflect progress 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 PREFERENCE

- A two-year degree in Health Sciences, Business, or equivalent experience
- On-the-job training course precepted by the facility Coding Supervisor or a graduate of a recognized coding program

EXPERIENCE DESIRED

- 2+ years of ICD-9-CM and CPT4 coding experience in an acute care facility
- Understanding of operative documentation process from Admission through coding with an appreciation of the impact of real-time workflows and thorough patient/operative capture can provide
- Understanding of the HIM processes from clinical diagnosis through surgical procedures and subsequent documentation from Dictation/Transcription through Medical Coding
- 1+ year HIM encoding system use and experience
- Proven successful team project history
- Proven analytic and planning history
- Self-starting and motivated to keep current in CPT and ICD9/10
- Effective communication and problem-solving skills
- Involved in public-facing relationships and community involvement

SKILLS/ABILITIES

- Good human relations abilities
- Able to identify and analyze disconnects within the HIM arena
- Able to organize and advocate HIM compliance
- 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