Shepherd's Hope is a faith-based organization of volunteers that exists to deliver free health care to the uninsured and underserved of Central Florida. Utilizing more than 2,300 dedicated volunteers, hospital and diagnostic partners, and a community of caring allies, more than 237,000 patient visits and medical services have been provided since first opening our doors in 1997.

Position: Health Information Management Coordinator

Salary: $10/hour

Hours: Part-Time - Monday-Thursday, Saturdays (20 hours weekly)

Location: Ocoee, FL

POSITION SUMMARY:

Shepherd's Hope seeks an individual to handle clinical health information clerical responsibilities for volunteer licensed health care providers during patient encounters. This individual will accompany the provider and directly observe patient encounters. They will accurately document the events and decision-making in a manner that results in appropriate medical charting in the Cerner electronic health record system "PowerWorks". Primary responsibilities include over-seeing volunteer schedules, working closely with licensed medical providers and volunteers in a positive manner and ensuring productivity and accuracy throughout each clinical night.

QUALIFICATIONS:

The candidate will possess superior interpersonal skills and the ability to deliver exceptional customer service to a diverse group of constituents from a wide variety cultural and ethnic backgrounds and lifestyles.

- Must be computer literate (knowledge of Cerner systems preferred)
- Pre-health track (pre-med, pre-PA, pre-nursing)
- Must be an effective communicator, both written and oral
- Must demonstrate high degree of organization with attention to details and ability to positively manage and motivate people
- Must be enthusiastic for the mission of Shepherd's Hope and the patients we serve

MAJOR RESPONSIBILITIES:

1. Accurate, timely charting of patient encounters, including but not limited to patient history, physical exams, diagnostic findings, lab and test results, consultations with other providers, treatment course, diagnosis, discharge instructions and prescriptions.
2. Manages scheduling of volunteer scribes on a monthly basis and ensures they are following all guidelines regarding the EHR system.
3. Works closely with Manager of Health Information Services to ensure volunteer scribes have been properly trained.
4. Professional, non-intrusive interaction with patients, physicians, volunteers and other co-workers.

5. Compliance with Shepherd's Hope and HIPAA policies, including those relating to confidentiality of patient information.
6. Excellent job attendance.
7. Partners with the Health Center Manager and V.P. of Clinical Operations to ensure that licensed health care providers provide high quality medical care and to ensure proper documentation throughout patient visits.
8. Supervises all volunteer scribes to ensure that policies and organizational guidelines are met.
9. Communicates regularly with the Manager of Volunteer Programs on health center needs regarding scribe volunteer staffing in a timely manner.

SUPERVISES:

Supervises scribe volunteers that are currently volunteering at the health center that is assigned. Provides support and supervision to volunteers regarding patient flow, scheduling through EHR system, required paperwork and the implementation of Shepherd's Hope policies and procedures. Assists the Health Center Manager and the Manager of Health Information Services with the supervision of the licensed health care professionals who provide medical services to patients as needed.

EXPERIENCE REQUIREMENTS:

Two years of college education or equivalent experience in health or social service area; management experience; supervision and nurturing of volunteers; excellent interpersonal and communication skills, and demonstrated commitment to the mission of Shepherd's Hope, Inc.