

Training Specialist

AllMeds Inc., a supplier of Electronic Health Record, Practice Management and Revenue Cycle Management to private physician practices across the nation, seeks a self-motivated individual to fill the Training Specialist position. The Training Specialist will be responsible for coordinating all aspects of client transition to AllMeds System.

ESSENTIAL FUNCTIONS

- Work with Implementation, Training Development and Finance Departments to coordinate client transitions to AllMeds System
- Determine client needs and be the client advocate to ensure a smooth transition path
- Analyze client conversion needs and set client expectation in accordance to sales contract
- Determine client training requirements and develop a training plan for successful implementation
- In-service - assessing the workflow of the client's office, communicating with the office manager, staff and providers regarding workflow, training schedule, and, when appropriate, assessing the provider's methods of examining the patient.
- Initial Training – Training the clinical and ancillary staff how to complete a patient visit using the AllMeds System (AllMeds Practice Management and Electronic Medical Records)
- Refresh training - a one-day review of the program that includes questions and answers from initial training, some advanced training, and preparation for Go-Live
- Go-Live – Assisting and guiding the office staff in seeing patient using AllMeds Practice Management and Electronic Medical Record
- Post Implementation Training -- On-line or on-site customer training as needed
- Determine additional customer needs and convey them clearly and concise to department manager
- Manage third party contracts for merchant accounts, clearing house and other third party vendors
- Manage new product releases, to include release notes and end user documentation
- Develop and maintain Online and Corporate Training Program
- Assist with cases as needed to afford quality client care, to both communicate with clients and help other trainers as needed

DUTIES AND RESPONSIBILITIES

- Be completely informed of the AllMeds software and hardware in order to determine functionality, and to instruct and assist clients in implementing AllMeds in their environment.
- Participate in product testing and stay current with knowledge of new features and take on projects to assist with departmental functioning as needed.
- Complete training reports, expense reports and timesheets in a timely fashion.
- Assess implementation status on an ongoing basis to identify and report potential installation delays and communicate with supervisor any information necessary that may affect the progress of the implementation.
- Be available for travel at least 14 days of the month. Work extra hours when needed to complete installation on time.



- Follow-up with clients to assess comfort level with AllMeds as part of Client Care Specialist role. Give CCS reports during training in-services and as needed and post to CRM. Maintain accurate client account information in Customer Relations Management software.
- Attend team meetings and participate in suggestions for company and departmental process improvements.
- Assess annual review comments and incorporate appropriate ones

SKILLS REQUIRED TO PERFORM DUTIES

- Strong oral and written communication skills
- Strong knowledge of software applications (e.g. Microsoft Word, Excel, PowerPoint, electronic health records, practice management systems)
- Strong understanding of Microsoft SQL database and data conversion strategies used in healthcare
- General understanding of HL-7 and its usage in the healthcare marketplace
- Knowledgeable of webinar solutions like GotoMeeting, Webex, Join.Me, etc.
- Ability to understand medical terminology and concepts for technologies used with AllMeds products.
- Flexibility of schedule and strong organizational, logistical and time-management skills
- Ability to travel for extended length of time and be available for travel at least 14 days of the month, as well as physical stamina to maintain travel schedule
- Self-motivated and ability to implement projects and meet deadlines without constant supervision, yet be a team player and work easily with other trainers with whom you will be traveling.
- Ability to track progress on implementations and determine when supervisory or technical assistance is required
- Constructive and positive interpersonal abilities

EDUCATIONAL REQUIREMENTS NEEDED TO PERFORM THE DUTIES

- Bachelor's degree in Business/Healthcare Management and 1-2 years of experience in a healthcare environment OR 3-5 years of experience in a healthcare setting, preferably in a managerial role.