

## **Sample Position Description:**

# **Enterprise Master Patient Index (EMPI), Health Information Exchange Coordinator**

The EMPI Coordinator is responsible for managing the enterprise master patient index by understanding the enterprise master patient index. They coordinate with local systems to reduce/eliminate MPI duplicates, overlays, and perform account merges/unmerges. The EMPI Coordinator is responsible for verification of name changes and to provide follow-up information to registration staff and leaders to reduce errors and improve registration process. The EMPI Coordinator maintains data integrity for patient identification in the electronic medical record, downstream applications and Health Information Exchanges (HIE).

### **Responsibilities:**

An EMPI HIE Coordinator will have the following responsibilities:

1. Monitors potential patient identification data integrity issues
2. Supports system migration to an EMPI, including identifying data integrity issues such as duplicates and overlays of records in multiple legacy systems
3. Addresses and corrects demographic issues such as, legal name changes; adoptions; death notifications; and child protective services status
4. Compares data between different locations and systems and then links patient records that are determined to be the same person
5. Corrects patient identification data across the EMR, downstream systems and external HIEs to assure accurate clinical communication
6. Monitors patient identification data entry to ensure naming convention policy is followed
7. Monitors incoming direct messages from other organizations for linking of patient records and routing to appropriate provider and / or discipline
8. Creates medical record numbers when necessary to file patient clinical data
9. Establish relationships between clinical information and disparate HIEs
10. Produces and circulates patient identification data integrity reports
11. Serves as a liaison between HIM, Patient Access, Clinical Areas and IS to monitor and resolve patient data integrity issues. Provides appropriate updates to all downstream systems and external HIE staff
12. Participates in the development of EMPI data integrity policies and procedures
13. Participates in the development and validation of training curriculum as it pertains to ongoing EMPI cleanup activities
14. Monitor consent process for patient participation in HIEs and update the record as required
15. Communicate with external entities to validate patient identity
16. Participate in the development of the testing scripts for interfaces and upgrades
17. Participate in testing HIT system interfaces and upgrades to validate data integrity

### **Qualifications:**

The EMPI HIE Coordinator will have an Associate's degree in health information management, health care or related field. Five years or more of progressive work experience in health information management is required. Four year Bachelor's degree or equivalent experience preferred. RHIT or RHIA certification preferred.

- Ability to work with all staff performing registration functions
- Experience with management of patient identity and content of the medical record
- Experience or knowledge of various Health IT systems and how the workflow crosses into the medical record
- Understands or has knowledge of the MPI (Master Patient Index) process
- Training and testing experience with an EHR or separate EMPI application
- Has knowledge of best practices and how own area integrates with others; demonstrates awareness of the industry, including regulatory, evolving customer demands, and the factors that differentiate the organization in the market
- Solves complex problems and takes a new perspective on existing solutions; exercises judgment based on the analysis of multiple sources of information
- Provides exceptional customer service to a broad range of constituents; works within broad guidelines and policies
- Works independently, receives minimal guidance
- Explains difficult or sensitive information; works to build consensus
- Strong interpersonal skills, as well as strong verbal and written communication and presentation skills
- Demonstrated experience in managing multiple projects effectively
- Computer proficiency
- Take prompt action to accomplish objectives; take action to achieve goals beyond what is required; be proactive
- Effectively manage one's time and resources to ensure that work is completed efficiently

**Certifications, Licenses, Registrations**

RHIA or RHIT preferred