

## Clinical Integration Specialist

### Job Description

Amplion Clinical Communications, Inc. provides a communications system that empowers hospitals and their caregivers to deliver higher levels of patient care to patients. Through the nurse call system, Amplion provides caregivers with advanced methods to manage patient care requests, alarms and routine care tasks. As a result, caregiver teams become more organized and responsive, patients and families become confident of receiving quality care and management can access real-time data to take patient safety and satisfaction to new levels...while understanding clearly the clinical resources needed for quality care.

We are at the forefront of using technology and interoperability to transform the healthcare clinical and patient experience. If you share our passion for making an impact through new ideas to address critical needs in the healthcare industry, join our team at Amplion.

### Position Summary:

The Clinical Integration Specialist is a member of the Clinical Integration And Outcomes Team. The primary focus is executing successful product implementations for the Amplion Care Assurance Platform. The Clinical Integration Specialist provides onsite product testing, training, and support to customers of Amplion Clinical Communications products and services with clinical knowledge, workflow and product expertise. This team works with customers through the implementation, beginning with the clinical assessment and planning through the system Go Live. The Clinical Integration Specialist independently coordinates project tasks, manages internal and external communications related to the client implementation, including timelines, and established project milestones.

### Key Responsibilities:

- Works with customers remotely and at customer sites to successfully implement Amplion's Care Assurance Platform.
- Communicates and assists with schedules related to educational opportunities, including E-Learning and onsite training.
- Consistently prepares to deliver training at customer locations with confidence and passion.
- Independently provides customers with appropriate educational references related to product use.
- Maintains and enhances curriculum with product information, clinical workflow recommendations, and materials for new products, enhancements or services as appropriate.
- Performs product testing and documentation.
- Troubleshoots problems during product testing through the Go Live phase of implementation.
- Facilitates system Go Live
- Ensures customer satisfaction through follow-up, client responsiveness, and thorough communication
  - Successfully manages client expectations.
  - Detects potential issues and implement solutions when challenges threaten to impact customer satisfaction.

- Communicates authentically and builds strong relationships with customer contacts.
- Conducts other projects and duties as required.

**Reports to:** Clinical Integration Manager

**Qualifications and Skills:**

- RN, RT, or LPN certification licensure
- Bachelor Degree with a concentration in health care highly preferred.
- Minimum 3 years of hospital-based, clinical experience.
- Previous technology/system implementation experience.
- Experience in training and providing customer support.
- Clinical Informatics experience preferred.
- Ability to present information to various audiences – from formal presentations to impromptu knowledge gaps.
- Ability to communicate technical concepts to end users in a user-friendly, easily understandable manner.
- Demonstrated success working with customers.
- Highly motivated problem solver.
- Ability to work independently with minimal supervision, managing multiple projects and varying priorities.
- Ability to transition easily from independent work to team involvement.
- Ability to follow standard course curriculum and adapt to suit customer needs and create and revise course exercises.
- Excellent communication skills with multiple organizational levels.
- Strong affinity to understanding new technology.

**Travel Requirements:**

- Extensive (90- 100%)

**Benefits Package:**

- Competitive Salary
- Company Health, Dental, and Vision Insurance
- 401(k) Match
- Short and Long-Term Disability
- Life Insurance
- Paid Time Off (PTO)