**Rajani B**  **Certified**.

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**CAREER OVERVIEW:**

* Certified Epic -IT Analyst with 13+ years of experience in US Healthcareand Providerspace.
* Over10+ years of experience in EpicPatient Access (Patient Registration/Appointments) &Inpatient modules (ClinDoc, Orders, ED-ASAP).
* **Extensive Build experience in Epic Master Files (INIs) like** – Location (EAF), Department (DEP),

Provider (SER), Patient (EPT), User (EMP), Visit Types (PRC), Rules (CER),E1C(Job), E1B(Batch), WQs (Patient/MyChart/ZocDoc/Referral), E1D(Run), Holiday Record (EHO), SmartText (ETX), Smart Link (HSS), Component (CMP), Component Group (CMG), Extension (LPP), Workstation (LWS), ReportingWorkbench (RWB),Confirmation Records (HCF), Item Profile (HDV) and Category Values.

* Good Experience in creating Epic - Application & RWB reports and automating the daily reports.
* Experience in creating Letters (ETX) like Appointment Reminder, Recall, No Show, etc.
* Experience in leading end-to-end Epic Implementation and support projects as well as application maintenance and Testing assignments for leading US - Healthcare providers such as - Kaiser Permanente, NYU Langone Medical Center, Genesis Healthcare Systems and Vidant Health.
* Proficient In managing the software application development life cycle like – SDLC and Agile methodologies.
* Involved in Business requirements gathering, development of functional specifications, Design, Build and Testing.
* Strong Experience in Test Scripts/Test Cases creation for Sanity, Functional, Regression and System Testing.
* Wide experience in Epic - Import/export and well versed in Microsoft Excel and V-lookup formularies.

**EXPERIENCE HIGHLIGTS:**

* **Epic Cadence/Prelude - Support & Optimization:**
* Build Activities: Workflow customization, Department, Revenue Location Records Creation.
* Creation of Visit Types, Providers, Provider Templates, Patient/MyChart, ZocDoc, Referral WQs, Smart Text, Dashboards, Reporting Workbench, BCA setup, etc.
* Epic go-live command center support. Actively Involved in multiple cadence scheduling go-live departments.
* Epic Build Validation: Issues Analysis, Reproduction, Trouble Shooting and Problem Resolution across Cadence/Prelude- workflows.
* **Epic-ClinDoc/MyChart- Support & Optimization:**
* Build Activities: Workflow customization, Flowsheets, Navigators, Workflow Engine Rule, Smart Tools - (Smart Texts, Smart Lists, Smart Links, Smart Phrases), Care Plans, Patient Education, Notes, Reports, Print Groups, Smart Groups, Quick Lists, Smart Sets, Order Panels, Questions, Procedure, Procedure Categories, BPA, Preference Lists and System Category values.
* Worked on Login issues of MyChart users, Proxy access build, Lab results, setting filters for Lab results, Appointments, Haiku/Canto Access, Direct/Open Scheduling, E-Visit, Video Visits.

**ACADEMIC QUALIFICATIONS &EXTERNAL CERTIFICATIONS**

* **M.Tech - Masters in Technology, NIT, Warangal, India.**
* **Epic Certification: ED-ASAP.**
* **Epic MyChart Certification - In progress**
* **BCS- ISEB Certification (Certificate in Business Analyst).**

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| **Client:** | **Vidant Health, NC, USA** |
| **Period:** | **Feb ‘2018 to Till Date.** |
| **Role:** | **Sr Epic–IT Analyst (Cadence/Prelude, MyChart & ClinDoc)** |

As a Senior Analyst, responsible for Business Requirement Analysis, Change Requirement Analysis, Design, Build, Testingand handled the support & optimization tickets/Ad-hoc requests. Performed thorough review of all the newly created build and ensure that the build changes are flawless before migration to Epic live environment.

**Key Deliverables:**

* Visit Types: Creation/Modification of - Visit Types, Blocks, Sessions, Modifiers.
* Providers: Creation of Generic Providers/Physician Providers using Epic Imports.
* Addressing Providers Schedules, Template Modifications and enabling/removing – visit types in provider records.
* Creation of new Batch, Job & Run various RWB reports and enabled as automated reports.
* Build new Component, Component Groups, DEPTs, Locations, Work Queues, Rule Records (Patient Context), Sub Groups, Networks, Smart Texts and Category values.
* Modifications of Confirmation Records and Items Profiles for Cadence workflows.
* Experience in address the printer mapping workstation and Kiosk (Non-Hardware) workflow issues.
* Addressed various cadence related user educations issues and created QRGs/Tip Sheets.
* Customizing tools based on clinical context through navigators and workflow engine rules.
* Managing end users’ access to Epic functionality through security.
* Worked on Login issues of MyChart users, Proxy access build, Lab results, setting filters for Lab results, Appointments, Haiku/CantoAccess, Direct/Open Scheduling, E-Visit, Video Visits.
* Configured and tested Haiku and Canto builds.
* Tested patientportal on new changes.
* Build/maintain LDA’s, I/O, Infusion groups, work List tasks.
* Managing the coordination between heavily used tools to create a seamless workflow between such activities as Care Plans/Patient Education and Worklist/MAR.
* Build Flowsheet Templates, SmartForms, Navigators, BPA’s, Profiles, and Reports/Print Groups.
* Build experience in FLT, FLO- formulas, Charging, required documentation setup.
* Maintaining system documentation to enable ongoing support of the system for EpicCare Inpatient and HOD.
* Resented the new workflows and build changes in change control meetings to get the approvals from leadership for migrating the changes to Epic live environment.
* Involved in ClinDoc review meetings and Enhancement/Maintenance request review meeting with Informatics and leads.

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| **Client:** | **NYU Langone Medical Center, New York, USA** |
| **Period:** | **June ‘2014 to September ‘2016.** |
| **Role:** | **Sr Epic – IT Analyst (ClinDoc, ED-ASAP, Security & MyChart)** |

**Key Deliverables:**

* Lead the offshore Epic – ClinDoc&ED-ASAP Team for the client - NYU Langone Medical Center, New York.
* Build and configuration of the Epic – ClinDoc, ED-ASAP, MyChart and Security workflows.
* Worked on ClinDoc/ED-ASAP, MyChart& Security Incidents, Optimization Requests and Ad-hoc Projects.
* Worked on Flowsheets, Smart Groups, Order Panels, Preference Lists and OP/IP/ED and Providers (SER) Creation/Update – workflows.
* Worked on Login issue of MyChart users, Proxy access build, lab results, setting filters for Lab results, Appointments, Insurance information not showing in MyChart user.
* Build Migration across environments during various stages of upgrade and transitions.
* Worked on Provider Records Creation/Updates – (Provider Demographic & Access).
* Import/Export of huge volume of Data from/to – Epic system.
* Well-versed with Chronicle Searches and Data Migration workflows.
* Analyze Nova Notes for Epic SU’s and completed the build for recommended workflows.
* Involved in Patent Access and Clinical workflows testing and done the Sanity &Integration testing workflows.
* Written Test Scripts for ICD9 vs ICD10 workflows.
* Train the newly onboarded team members on the Epic clinical workflows and the process on handling the daily Incidents/Tickets and Ad-hoc Requests.
* Attend the daily status calls and provide the status to onshore (client) team and discuss about the issues/escalation items.

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| **Client:** | **Genesis Healthcare Systems, OH, USA** |
| **Period:** | **April ‘2011 to June ‘2014** |
| **Role:** | **Epic – IT Analyst (ClinDoc, ASAP& Cadence).** |

**Key Deliverables:**

* Offshore Epic – ClinDoc & ED-ASAP Analyst for Genesis Healthcare Systems, Ohio.
* Worked on ClinDoc/Orders/Order Sets & ED-ASAP - Incidents, Optimization Requests and Ad-hoc Projects.
* Build and configuration of the Epic – ClinDoc & ED-ASAP workflows.
* Having extensive experience in Epic Cadence/Prelude & Resolute application workflows build.
* Build Migration across environments during various stages of upgrade and transitions.
* Worked on Smart Groups, Building Quick List, Smart Sets, BPA, ED Manager changes, Track Board changes, Care Area, Room and Bed configurations, ED Workspace, Reports, Print Groups and Preference Lists.
* Worked on Patient Registration for OP/IP/ED workflows.
* Expertise in Visit Types, Components (CMP), Component Groups (CMG), Smart tools (ETX, HHS, ELT HH1) build.
* Created the Blocks, Provider Templates and various types of questionnaires.
* Analyze Nova Notes for Epic SU’s and completed the build for recommended workflows.
* Involved in Patent Access and Clinical workflows - Integration testing workflows.
* Train the new team members on new functionalities and coordination with onshore/offshore coordinators.

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| **Client:** | **Kaiser Permanente (KP), CA, USA** |
| **Period:** | **December ‘2009 to April ‘2011.** |
| **Role:** | **EPIC– IT Analyst.** |

**Key Deliverables:**

* Offshore Epic – ED ASAP Analyst for Kaiser Permanente, North California, CA.
* Build and configuration of the Epic – ED-ASAP workflows.
* Analyze Nova Notes for Epic SU’s and completed the build for recommended workflows.
* Created Test Scripts for the Epic SUs by using HP Quality Center.
* Worked on Epic Systems in Regression Testing for SU09 – IUs for Epic -ASAP Workflows.
* Developed and executed test scripts based on the project test plan and testing matrix.
* Performed testing methodologies and processes within the framework of the appropriate delivery process.
* Monitoring and tracking testing progress using tools such as Quality Center and testing matrix spreadsheets.
* Documented issues and/or defects in Quality Center and on the project testing matrix.
* Worked in close coordination with the team members, test leads, and Epic contacts to communicate and resolve any open defects; escalating defects and issues as and when noticed.

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| **December ’2006 to December ‘2009 worked with Oracle, Bangalore, India.** |
| **Sr Product – IT Engineer** |

**Key Deliverables:**

* Lead the testing team and Involved in preparing Test Plan Documents and Test Metrics.
* Attending the Daily Client calls and report the project status/Issues and escalation items.
* Designed Manual Test Case Templates, Functional Test Case/Test Scripts/Template, System Test Case Template.
* Involved in writing GUI, Functional, Integration and System Test cases to validate the functionality.
* Involved in Peer Reviews of Test cases/Defects and developed, maintained Review Checklists
* Responsible for performing GUI, Sanity, Integration, System and Regression Testing’s.
* Report the Defects to the Development team and Tracked the defects through RTM.
* Worked closely with the Development team in the reviews and modification of product specifications.
* Giving trainings and knowledge transfer sessions to the ASE’s and the newly onboarded resource.