

ROGER COLLINS

EXPERIENCE

November 2019 – Present • Consultant

Galen Healthcare Solutions • Burlington, VT

- Implemented effective solutions for clients using Allscripts Touchworks.
- Utilized effective and creative problem-solving techniques to develop quality solutions and resolve problems.
- Configured, developed, and executed test plans to ensure optimum system performance.

February 2017 – November 2019 • Systems Analyst III

Lakeland Regional Health • Lakeland, FL

- EMR project management including assessment, configuration, testing, documentation, training, and roll out.
- Successfully deployed FHIR framework and integrated an Allscripts-approved API.
- Managed all functions of ClinLab LIS support including configuration and project deployment.
- Extensive Allscripts EHR experience in configuration, Tier 1 & 2 support, interfaces, LIS, and ancillary systems.
- Provided Tier 1 & 2 support for Allscripts PM.
- Completed course on Cerner Millennium Fundamentals.

February 2013 – February 2017 • Programmer Analyst II

Orlando Health • Orlando, FL

- Managed Allscripts EHR interface migration from ConnectR to Rhapsody.
- Led successful implementation of ICD10 for Allscripts EHR and all affected interfaces.
- Integral member to the Allscripts EHR upgrade from v11.2.1 to v11.4.1.
- Designed, configured, tested and debugged several Allscripts EHR rollouts to new clinics.
- Extensive experience managing HL7 interface mapping, translation tables and error mitigation.
- Responsible for configuring, testing and troubleshooting Reg/Sched; Dictionary; Charge; Result; and Order interfaces.
- Robust analytical, system testing, and troubleshooting skills.
- Seen as a leader amongst peers and utilized as a point-person for complex issues due to exemplary communication and teaching skills in problem resolution.
- Maintained functional integrity of all application components in areas of responsibility including (but not limited to): Interfaces; Task Views; Worklists; Workplaces; Clinical Desktops; Menus; Preferences; Med Admin; Charge Build; OID; RID; and User Build.

September 2011 – May 2012 • Implementation Consultant

Community Health Systems • Franklin, TN

- Extensive experience customizing Allscripts specialty notes including, but not limited to: Dermatology; Family Medicine; Pediatrics; OB/GYN; Internal Medicine; and Pain Management.
- Provided a focused 1-on-1 contact approach with clients to understand their documentation requirements.
- Analyzed workflows and built all facets of note templates and note forms accordingly to fit client needs.
- Created and maintained build standards.
- Highly adaptable to evolving work environments and client demands.

May 2010 – September 2011 • Allscripts Support Specialist

MBA HealthGroup • South Burlington, VT

- Provided Tier 1 & 2 support for Allscripts EHR and PM clients.
- Utilized SSMT and CMT tools for ongoing maintenance.
- Trained Allscripts PM functionality to clients and developed ongoing webcast training curriculum.

EDUCATION

2005 – 2010 • Bachelor's Degree: Business Management

Johnson State College • Johnson, VT

- Executed formal large-group presentations with ease & professionalism.
- Developed motivational leadership qualities including excellent interpersonal communication skills.
- Built database to improve collection and analysis of customer survey feedback for a resort in Stowe, VT.
- Developed skills pertinent to analyzing business workflows.
- Experienced with Microsoft Office applications.
 - Excel, Access, OneNote, and Word.

CONTACT

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