



RAKESH MARGAM

Digital Health Expert (Epic AMB, MyChart)

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PROFESSIONAL SUMMARY:

- **Certified Lead Healthcare IT expert** with over 11 years of professional experience with several full-cycle implementations of Epic.
- **Epic Ambulatory, MyChart and HL7 Analyst** with expertise in **Analysis, Build, Implementation, Optimization, Upgrade and Testing.**
- Worked on **Epic Ambulatory, My Chart, Regulatory measures Reporting (Radar and RWB).**
- Extensive experience in **system analysis, design, build validation, training, cutover deployment to PRD, go live support and Optimization (Enhancement, SU's, Upgrade).**
- **Ambulatory/MyChart Build: MyChart System Definition (WDF), Profiles, LSD, WFER, OTX, CER, Navigators, preference list, Smart sets, Smart tools, synopsis, flowsheets, review flowsheets, Reports, Print groups, In basket, User Records (Roles, templates, security), Printer Mapping, Direct Scheduling, Open Scheduling, proxy access, access classes, Telehealth, orders and procedure build.**
- Worked on several **WDF build and updates**, Patient Entered and Travel Screening **Questionnaire, Direct scheduling, Proxy Access, and Profile updates.**
- **Telemedicine expertise with context aware linking for 3rd party applications (Zoom, Vidyo, AmWell) and built several FDI records.**
- Server-side expertise with knowledge on **Kuiper installs, custom coding within strings manager/config files** to show/change site to meet leading industry standards.
- Build **Patient Entered General Questionnaires, Patient Entered Scoring and Branched Questionnaires and History Questionnaire and set-up Patient Initiated questionnaire workflow.**
- Implemented MyChart Telemedicine for patient provider and Provider-Provider across primary care and specialties.
- **Testing: application, integrated, interface, MRT, TDR, CDR/UAT, and Cutover.**
- Provided project management, Documentation, and Experience in current state workflow analysis/ identifying key issues, designing/improving future state workflows.
- Experience in designing and implementing operational reports in **Epic Reporting Workbench - report creation, template modification through template manager.**
- Worked on **E-signature documents** for vaccines, terms, and conditions, NPP and other documents.
- Implemented and built more than 30 **specialty specific History questionnaires** in organization wide.

EDUCATION:

- **Master of Computer Science**, Governors State University, Chicago, IL.
- **Bachelor of Pharmacy**, Osmania University, Hyderabad, India.

CERTIFICATIONS:

- PMP
- Epic Care Ambulatory
- Epic MyChart
- Epic Cadence and Order Transmittal (In Process)
- Certified HL7 V2.7 Control Specialist
- Registered Pharmacist, Pharmacy Council of India.

TECHNICAL SKILLS:

LSD, DEP, LPR, LOM, LOD, LOG, LWS, E2U, E2N, LVN, VCN, SEC, FLT, FLO, FSH, LRP, LPG, LSD, HDF, HIP, HIS, LPP, CER, HHS, ETX,ELT,HH1,PRL,OSQ,VCG,WDF,WPR, CMU,HLX,IDM,HNO,IDB,IDK,LVV,HRX,CER,LQH and LQF.

THERAPEUTIC AREAS:

Family medicine, internal medicine, senior care, Palliative care, Endocrinology, Neurology, Physical Therapy, Rheumatology, Psychology, Gynecology, Oncology, Cardiology, HOD, Pediatrics, infusion center.

WORK EXPERIENCE:**SecureKloud Technologies Inc, CA****Jan 20 to Present****Digital Health Expert (Lead MyChart, Ambulatory)****Clients: University of California-Irvine, City of Hope, Franciscan Health**

- Involved in all **upgrade meetings, reviewed nova notes and assisted in upgrade related build, training, and testing.**
- Lead the full cycle implementation of Telemedicine project in different specialties.
- Responsible for providing technical implementation build and problem-solving skills to implement and support the **Epic Care Ambulatory and MyChart applications** independently and as part of a collaborative team.
- Implemented **Epic's E-Check in process across multiple departments, directly resulting in reduced wait time for patients.**
- Build **Review Flowsheets** for each questionnaire to pull in **Patient Responses into Progress notes and Note Writer.**
- Worked on **patient entered questionnaire** and **History Questionnaire.**
- Mapped **Patient entered questionnaires and History questionnaires to Visit Type at Department level, to automate the process of sending out questionnaires during scheduling appointments.**
- Built Clinical Documentation tools (**Smarttext, Smartlinks, Smartphrases and SmartList**), Reports, print Groups, **Synopsis, Flowsheet templates, Smartsets, Quick filters, Pools and new department Profiles build.**
- Worked on **Enhancement, maintenance tickets and also on call support for MyChart.**
- **Built MyChart questionnaires, ambulatory wide screen navigator, questionnaires to smartforms, customized results release via CER rule, Direct scheduling and open scheduling.**
- Implemented optimized direct scheduling workflows for mobile platforms.
- Created custom metrics to track successes across project and shared with operational stakeholders.
- **Worked on e-Signature forms for multiple specialties.**
- **Build navigators, smart tools, smartest, preference list, flowsheets, synopsis, LPR, WFER.**
- Built Providers, Clinic manager, Project managers **Dashboards and RWB as part of upgrade.**

Nexage Technologies Inc, NJ**May 17 to Dec 19****Digital Health Expert (MyChart, Ambulatory,RPM)****Clients: University of California-Irvine, City of Hope**

- Involved in all **upgrade meetings, reviewed nova notes and assisted in upgrade related build, training, and testing.**
- Responsible for providing technical implementation build and problem-solving skills to implement and support the **Epic Care Ambulatory and MyChart applications** independently and as part of a collaborative team.
- Successfully implemented **Zoom Video visit project across the IDN including support for Mychart and Non-MyChart patients.**
- Successfully implemented **Epic's E-Check in process across multiple departments, directly resulting in reduced wait time for patients.**

- Worked on **custom Proxy solutions to address remote signup during the pandemic.**
- Build **Review Flowsheets** for each questionnaire to pull in **Patient Responses into Progress notes and Note Writer.**
- Map **Patient entered questionnaires and Hx questionnaires to Visit Type at Department level, to automate the process of sending out questionnaires during scheduling appointments.**
- **Build Sidebar reports** for patient entered questionnaire and Patient entered flowsheet.
- Extensively worked on video visit build for ~180 departments with different specialties including **Oncology, Fam med, Neurology, Gynecology Nephrology, Psychology, Rheumatology, Pulmonology and Geriatrics.**
- Worked on **Hello patient, on my way and other open/self-scheduling initiatives.**
- **Built custom Rooming and Video Visit activity for the video visits** and added follow up section in wrap up and also worked on **video visit note templates build and device, device type, integration records, WDF and updated LPR settings, E-check in for video visits, dashboards and questionnaires.**
- Worked on **COVID-19 results release for MyChart patients, COVID- 19 questionnaires, and COVID-19 whitepaper.**
- **Built out different Smart Forms, SmartText, Smart List, and Preference List** for easier note documentation as well as adding different speed buttons LOS, Diagnoses, and Chief Complaint.
- Worked on **In Basket clean up and MyChart messaging configuration project.**
- Built on several **Smart set, orders and best practice advise (BPA), Navigators and report, print groups.**
- Worked on **telemedicine dashboard and created several reporting work bench reports** for operational leadership.
- Worked on specialty specific **History questionnaire** across the organization (>30 specialty specific Hx questionnaires).
- Worked on **MyChart message routing setting** for providers and also departments.

PVR Technologies Inc

May 16 to Apr 17

Epic Consultant (Ambulatory) - Optimization Project and Acquisitions

Clients: Duke Health, UCI

- **Supported primary care and specialties departments optimization build.**
- Worked on **clinical observation, data collection, and current state workflow analysis, designing future state workflows, identifying key issues in clinical workflow and improving process through Epic.**
- Built Clinical Documentation tools (**Smarttext, Smartlinks, Smartphrases and SmartList**), **Reports, print Groups, Synopsis, Flowsheet templates, Smartsets, Quick filters, Pools and new department Profiles build.**
- Updated **Order Transmittal and workflow Engine Rule** for existing department build.
- Worked on **~900k Allscripts Legacy notes conversion into appropriate Epic note types.**
- Involved in **Application, Integration and Regression testing for Acquisitions – community clinics (New Specialty build).**
- Worked on **Enhancement, maintenance tickets and optimized the Oncology Review Systems Smart Form.**
- Worked on **OnBase Project- Created EOD process to Auto-Release all the External to COH future orders.**
- Application coordinator for Ambulatory builds like **Widescreen View, In Basket class/pool, Secure Messaging, Patient My Chart, Results Routing, and Security like User provisioning, templates, Security classes, Immunization Storage Units/Lots.**
- Worked on **OB visit Navigator sections, Episodes, Pregnancy wheel, Different pregnancy related procedures and smartsets and configured OB workspace.**
- Extensive **experience Women’s health questionnaire and History templates.**
- **Built MyChart questionnaires, ambulatory wide screen navigator, questionnaires to smartforms, customized results release via CER rule, Direct scheduling and open scheduling.**
- Implemented optimized direct scheduling workflows for mobile platforms.
- Created custom metrics to track successes across project and shared with operational stakeholders.

- **Provided floor and command center support, post go live optimization build.**
- **Worked on Technical Dress Rehearsal (TDR) for Newport project - Workstations and printer mapping and Providing Pre-Go Live support.**
- Worked on my chart questionnaires build, patient and provider **communication validating, batch jobs, lab results to meet patient engagement part of CMS regulations.**
- Worked on workflow optimizations and built custom smart forms, smart tools and BCA configuration.
- Worked on specialty specific and Hospital outpatient departments' workflow build.
- Worked on quality measures, Longitudinal care of plan navigator build, RWB and dashboards.
- **Build navigators, smart tools, smartest, preference list, flowsheets, synopsis, LPR, WFER.**
- Built Providers, Clinic manager, Project managers **Dashboards and RWB as part of upgrade.**

Frontier Technologies, IL
Epic Consultant

Aug 15 to Apr 16

- Conducted gap-analysis for systems current and future state, create documentation of processes and procedures regarding current and future system environments.
- Mentored all users on new system functionality and addressed any questions and concerns that arise.
- Extensive experience in **system analysis, design, build, test, validation, deployment/implementation** to PRD environment, end user training, etc.
- Build and support Ambulatory Clinics and **Community Connect sites, Service Area, Revenue Location and department build.**
- Perform system build, testing, and ongoing optimization of the configuration like **Monthly builds, Epic code installations, and PROD and Non-PROD dry runs.**
- Worked on Dashboards, Reporting Workbench with BUS requirements.
- Responsible for analyzing and validating the data between **clarity and Allscripts (Other source systems).**
- **Developed SQL query to validate the data in clarity and All Scripts.**
- **Worked on several Ambulatory reports and data validation.**
- Responsible for documenting the validation findings and created defects and find out the root causes for data and count mismatch between the source and target.
- Created the custom template to track discrepancies between **Clarity and Allscripts counts.**
- Made recommendations to the data warehouse team on what packages needs to be built in caboodle for the missing applications.
- Worked with the epic application teams to find any gaps in Clarity and created requirement specs for future development and also worked with epic to align with their release cycles.
- Actively participated in developing the data models with **MDM team and wrote the SQL queries to retrieve the data.**

Governors State University, IL
Graduate and Teaching Assistant

Jan 15 – May 15

- Worked with professors on assisting Undergraduate students.
- Graded master's subjects
- Involved in other departmental work.

Abbott Healthcare and Boehringer Ingelheim, Hyderabad IN
Business Analyst

Aug 09 to July 13

- Design and develop validation plan to identify and test new offerings, systems, and device interfaces either in a test environment or on-site as needed.
- **Configuring and troubleshooting HL7 Interfaces through Cloverleaf.**

- Worked in ADT, Lab, Radiant, Pharmacy and Charges interfaces with wide range of message types like **ADT, MDM, ORU, ORM, MFN**.
- Developed and executed unit test plans for various modules with several test conditions and ensured all modules are functioning as per the design specification.
- Provided 24/7 rotating on-call support of all production interfaces on a schedule.
- Worked on **Meaningful use stage 2 deliverables** and obtained Medicare and Medicaid reimbursements.
- Identified and expanded the Estimator application to additional departments increasing point of service collections revenue and providing patients with an estimate of out-of-pocket charges for scheduled procedures.
- **Worked on Healthcare Claims Revenue Cycle (837/835, 270/271, HL7 CLMS, flat files)**
- **Involved in querying the SQL database.**
- Verification of ORM and ORU lab order messages.
- Demonstrating technical description of **HL7 messages, supported HL7 segments and fields and how they are related to front end application and database.**