

Job Title: Quality Support – Work Study Student
Facility: School of Osteopathic Medicine
Department: Family Medicine
Facility: RowanSOM – Rowan Medicine Building - Stratford
Reports To: Manager Quality Assurance, Rowan SOM

SUMMARY

Under regular supervision, assists Quality Support Programs designed to ensure proper health care quality gaps are being identified and addressed. To ensure patients are receiving the proper support for their Health Care needs.

If interested, please email Michael Mowery at mowery@rowan.edu

Use subject format: Last Name: Federal Work-Study Candidate Example: Smith- Federal Work-Study Candidate

- Students may not hold more than one Federal Work-Study position at the same time
- Students hours may not exceed 20 hours per week

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Registers patients completely and accurately, ensuring that pertinent data is obtained from patient and entered into computer system or updated as needed.
- Answers phone calls, takes accurate messages, and refers caller or message to appropriate party or physician through the EMR system.
- Scans into EMR all appropriate patient-related correspondence and information.
- Maintains office and medical supply inventory.
- Handles incoming and outgoing mail.
- Performs light typing, as needed.
- Maintains a professional and orderly office appearance.
- Communicates with the Department's various staff and offices.
- Develops and maintains good customer relations skills consistent with the department's guidelines.
- Understands and adheres to compliance standards.
- Understands and adheres to Rowan's compliance standards as they appear in Rowan's Corporate Compliance, Code of Conduct, and Conflict of Interest policies.
- Assists Quality Team with patient outreach to obtain information to close quality gaps
- Assists Quality Team with appointment scheduling for preventative and chronic care visits
- Assists Quality Team with data entry into Healthy Planet and other data entry systems.
- Assists department in other financial reconciliation projects.
- Assists the Quality Team in implementation of training documents to the clinical offices.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

Ability to sit and/or stand for long periods of time. Working with a computer for long periods of time.
Ability to lift minimal weight packages occasionally (5-10 pounds).

EDUCATION and/or EXPERIENCE

Be a current **Rowan–Virtua Health College of Medicine & Life Sciences** student in good overall academic and financial standing. Must have access to the EPIC EMR System or have the ability to attend in person two-day training program. Some experience working in a group / office setting is preferred. Previous experience working in customer service is a plus.