

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

SUMMARY

Under regular supervision, carries out receptionist and telephone answering functions, clinical appointment scheduling, clinical record filing and clinical quality programs. Provides general office clerical support.

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

- Greets patients and visitors in a prompt and courteous manner, and facilitates adherence to schedule of appointments.
- Checks patients in through IDX system; verifies demographics and insurance information and makes any corrections or additions; copies patient's insurance card; collects appropriate copays; retrieves referrals for appropriate visits.
- 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.
- Prepares exam room for patient visits.
- 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.
- Opens and closes 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 LPN with patient outreach to obtain information to close quality gaps
- Assists Quality LPN with appointment scheduling for preventative and chronic care visits
- Assists Quality LPN with data entry into Healthy Planet and other data entry systems.
- Assists department in processing TES Edits and Open Orders in the IDX system.
- 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

Some experience working in a group / office setting is preferred. Previous experience working in customer service is a plus.

**If interested in applying for this position, please email: Michael Mowery at mowery@rowan.edu
Use subject format: Last Name: Work Study Candidate Exm: Smith - Work Study Candidate**