

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

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

Use subject format: Last Name: Work Study Candidate Exm: Smith - Wakefern Project Work Study

SUMMARY

Under regular supervision, carries out special projects at the direction of the Manager of Quality Assurance, including patient outreach to provide education about healthcare opportunities available for the patient. Provides general office clerical support.

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

- Contacts patients who are in need of routine healthcare screenings using information obtained from the Managed Care office. Offers information about the screenings and offers to schedule patient an appointment for the screening when appropriate.
- Registers patients completely and accurately, ensuring that pertinent data is obtained from patient and entered into computer system or updated as needed.
- Enters or scans into EMR all appropriate patient-related correspondence and information.
- 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 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 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.