

ROWAN UNIVERSITY SCHOOL OF OSTEOPATHIC MEDICINE
JOB DESCRIPTION

Job Title: Work Study
Facility: School of Osteopathic Medicine
Department: NeuroMusculoskeletal Institute (NMI)
Facility: RowanSOM
Reports To: Practice Supervisor, Practice Administrator

If interested, please email Nikole Ticcino at ticcinl@rowan.edu. Please include a copy of your CV. Use subject format: Last Name -Work Study Candidate. Exm: Smith- Work Study Candidate

SUMMARY: include the following. Other duties may be assigned.

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:

- 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.
- 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 faculty, 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 staff with patient outreach to obtain information to close quality gaps
- Will assist department in processing TES Edits and Open Orders in the IDX system.
- Will assist department in other financial reconciliation projects.
- Will assist 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:

At least one (1) year of clerical experience, preferably involving receptionist and scheduling duties in a medical office or clinical setting, required. Typing/word processing skills and excellent customer service skills required.