



Student Health Services  
282 The Green  
Laurel Hall  
Newark, DE 19716-8101  
Phone: 302-831-2226  
Fax: 302-831-6407

### **University of Delaware**

**Position:** Part Time Medical Services Representative II, Student Health Services

**Location:** Student Health Services, Laurel Hall

**Hours:** 24-29 hours/week

This is a non-benefitted position

**Deadline:** Until filled. Applications reviewed immediately.

**Hiring contact:** Donna Green ([ddgreen@udel.edu](mailto:ddgreen@udel.edu)). Please submit a cover letter, resume, and contact information for two professional references.

### **Context of the Job:**

Student Health Services (SHS) is the primary student health unit on the University of Delaware Campus. Situated within the Division of Student Life, SHS provides essential services and support to students and campus stakeholders to enhance the development of personal and social responsibility and to foster safe, healthy, inclusive, and supportive communities at UD. SHS partners with students and staff to develop vibrant inclusive environments which encourage student success and engagement, a culture of care for all members, values-congruent decision-making, and the cultivation of skills and knowledge so students may become citizens and leaders in our increasingly global society. Staff members support the Mission and Vision of Student Health Services as well as those of the Division of Student Life to ensure student success.

This position is key to accomplishing the mission of SHS. Under the general supervision of the Practice Manager, this position's principal emphasis is greeting patients and consulting with patient by phone to determine the service needed and urgency. As a member of the Student Health Services team, this position has shared responsibilities for responding in-person or by phone to inquiries from students, parents, and the general University community. Position requires excellent interpersonal skills including keen listening skills and problem-solving skills and maintaining sensitivity to the patient's privacy at all times. Employee obtains messages from other health care providers regarding abnormal diagnostic tests and other patient problems. Employee uses electronic medical record to transmit messages, incorporate test results, schedule appointments, record immunization information, etc.. Handles highly sensitive and confidential information.

### **Major Responsibilities – Medical Service Representative II:**

In addition to the functions described in Medical Service Representative I:

- Serve as the first point of contact for SHS. Act as a positive ambassador for SHS by welcoming patients to Student Health Services and directing patient traffic throughout the day.
- Provide excellent customer service to students, parents, staff and other visitors and direct them as needed to the appropriate SHS staff member or University department; answer general questions regarding services, appointments, other Student Life departments and campus partners; interact with tact, poise and professionalism. Respond timely and appropriately to inquiries.

- Prioritize patients' satisfaction, provider time, and appointment utilization by scheduling medical appointments following established protocols. Follow special instructions related to client appointments.
- Assess/screen student requests for services, in person or by phone, determine eligibility for services and follow scheduling rubrics to determine urgency of need. Make, cancel and reschedule routine appointments in Point and Click software, including appropriate appointment notation in patient charts.
- Utilize electronic systems to ensure patients have paid the Student Wellbeing Fee and are eligible for service; explain eligibility policies to potential patients. Complete the Fee Agreement/Permission to Bill Insurance as needed. Verify health insurance information on record.
- Create, organize and maintain confidential files. Review, route and prioritize documentation. Transmit messages, incorporate test results, record immunization information, etc. Send and receive electronic documents/faxes as needed; import documents in electronic medical records.
- Triage non-routine requests and communicate with clinical staff as needed. Assist patients in distress and respond to emergencies following established policies and procedures.
- Comfort patients by anticipating patients' anxieties and answering sensitive questions.
- Ensure clinical schedules are current and updated; assist SHS staff members with any patient follow-up.
- Keep patient appointments on schedule by notifying provider/department of patient's arrival, reviewing service delivery compared to schedule, and updating provider/department of delays.
- Obtain messages from health care providers regarding abnormal diagnostic tests and other patient problems.
- Handle highly sensitive and confidential information. Follow FERPA and HIPAA privacy rights.
- Effectively and diplomatically represent department practices and procedures to students and families. Appropriately deescalate emotionally charged conversations.
- Use electronic medical records and State of Delaware Clinical Laboratory System to route lab test requests and to receive lab test results and reports. Use electronic medical records to relay patient-related messages to providers.
- Arrange appointments for outside care and obtain insurance referrals, prior authorizations, and precertifications.
- Send medical information following approved medical release. Arrange for transfer of records from outside facilities.
- Maintain the office/reception area.
- Actively contribute to team effort and established unit priorities. As part of team-based approach, cross-training and proficiency are required in at least one specialized area in SHS:
  - Sports Medicine Clinic, Women's/Sexual Health, Dispensary, or Immunization.
  - Student travel specialty: Arrange group sessions for students planning to travel abroad as part of UD programs; provide health information about travel to areas students are traveling to, schedule immunizations, etc.
  - Process insurance claims and support internal student billing processes.
- Perform miscellaneous job-related duties as assigned.

#### **Major Responsibilities – Medical Service Representative I:**

- Screens student requests for services, in person or by phone, determines eligibility for services and determines urgency of need.

- Assesses student needs and uses electronic appointment system to set appointments for students. Greets clients and assists them with completing initial forms as appropriate. Follows FERPA and HIPAA privacy rights.
- Uses electronic medical record and State of Delaware Clinical Laboratory System to route lab test requests and to receive lab test results and reports Use electronic medical record to relay messages to providers. Sends and receives faxes as needed; imports documents in electronic medical record.
- Enters patient insurance information into electronic medical record and processes insurance claims.
- Arranges appointments for outside care and obtains insurance pre-approval. Arranges medical transports.
- Sends medical information by mail or fax following approved medical release. Arranges for transfer of records from outside facilities.
- Arranges and picks up paper records from University of Delaware Archives Office.
- Arranges group sessions for students planning to travel abroad, provides health information about travel to areas students are traveling to, schedules immunizations, etc. Works with English Language Institute to assure that their students are properly immunized and have appropriate tuberculin screening. Works with students to assist them in meeting immunization requirements, using electronic medical record and consultation with staff to determine compliance and in managing registration holds.
- Participates in Student Health Quality Improvement Program. Provides temporary coverage in additional Student Health clinical units when needed. Performs other duties as assigned.
- Performs miscellaneous job-related duties as assigned.

#### **Qualifications:**

- Minimum of a high school diploma or GED with three years of clerical experience preferably involving public contact and in a medical office.
- Medical office program training.
- Knowledge of medical terminology.
- Ability to interpret medical records and previous patient interaction preferred.
- Experience preparing and submitting insurance claims preferred.
- Proficient computer skills including use of Microsoft Office.
- Experience with an electronic medical record preferred.
- High level of accuracy and attention to detail.
- Sensitivity to the needs of others.
- Ability to provide accurate sensitive service to patients and to interact well with health care professionals.
- Ability to maintain good public relations and communicate effectively and interact well with people of all ages and diverse backgrounds.
- Commitment to fostering a workplace culture of belonging, where diversity is celebrated, and equity is a core value.
- Demonstrate an understanding and consideration of the differing needs and concerns of individuals with varying identities, cultures, and backgrounds.
- Ability to foster a cooperative work environment.

#### **Special Requirements:**

- Position requires employee to be able to lift, with or without assistance, equipment weighing up to 10 pounds. Position requires employee to be able to sit for prolonged periods of times.