



JOB TITLE: Quality Coordinator

HOURS: 40 hours/week

EMPLOYMENT TYPE: Full Time

LOCATION: American Well Headquarters - 75 State Street, 26th Floor, Boston, MA 02109

Position Summary

This newly created position will provide administrative support to the clinical quality manager. Together, the quality manager and quality coordinator work towards developing and refining current processes in the quality assurance program to insure the following overarching goals are met.

1. The quality team has a pulse on all clinical activities throughout the virtual practice at all times.
2. Mechanisms are in place to take immediate steps to correct issues that affect the quality of patient care, patient safety, provider satisfaction, compliance with government and regulatory bodies, and company risk and liability.
3. Clinical data is collected accurately and efficiently.
4. Timely reporting to all internal and external customers.

This position requires an individual that takes initiative and can work independently as well as with a team. Overall responsibilities include but are not limited to: interfacing with clients, patients and providers, collecting and collating data, participation in the investigation of patient/client complaints, development/revision of reports, policies, resource lists, clinical guidelines and workflows, research activities, maintenance of databases and files, provides support to the physician quality committee.

Primary Responsibilities

- Provides administrative support to the Manager of Clinical Quality Assurance
- Demonstrates an understanding of clinical quality assurance.
- Generates monthly report summaries for manager analysis to insure customer reporting requirements are met.
- Maintains database for communicable disease reporting, participates in researching and reporting communicable diseases for the Online Care Group.
- Develops and maintains the individual provider quality files and prepares a summary for each individual provider bi annually.
- Under the direct supervision of the Clinical Quality Manager may participate in clinical support activities not limited to: prior authorization, calling prescriptions into pharmacy, interviewing parties when conducting an investigation, follow up on patient complaints.
- Maintain and build relationships with providers.
- Coordinates quality meetings and takes minutes.
- Participates in clinical and nonclinical research support activities as assigned.
- Insures the implementation of all quality activities have maximized the technology available

Knowledge, Skills, and Background Required

- Bachelor's Degree or equivalent relative work experience
- 6-12 months of work experience preferably in medical setting.
- Knowledge of medical terminology valuable
- Detail oriented and analytical
- Ability to adapt to change quickly while meeting deadlines
- Capable of thriving in a fast paced environment



- Ability to work independently and take initiative
 - Willing to work unpredictable hours and assist team members when needed
 - High energy level, enthusiastic, and eager to do what is necessary to be successful
 - Computer literacy in Microsoft Office: Windows, Excel, Word, PowerPoint
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Who We Are

Based in Boston, Massachusetts, American Well was founded in 2006 by industry veterans Drs. Roy and Ido Schoenberg. Our mission is to transform healthcare delivery through technology and improve access to quality care by removing traditional barriers to healthcare delivery such as distance, mobility, and time constraints.

What We Do

American Well is a software technology company that brings healthcare into the homes and workplaces of patients. Our web-based telehealth platform—Online Care—allows patients and healthcare providers to have immediate, live, and clinically meaningful visits through video, secure text chat, and phone.