

# Healthcare Managed Service Offerings



## Building A Solution:

internU is always growing their managed service solutions to provide the highest level of services to our clients and their patients. We pride ourselves on personalizing the patient experience in order to help further retain patients in network to close the loop.

Our managed service solution provides a team, comprised of healthcare focused undergrads and graduates, that maintain hours of coverage and meet or exceed the customized Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). internU is solely responsible for recruiting, training, retaining, and managing these teams. We create training manuals, procedure manuals, and status reports to ensure that KPIs and SLAs are met, while also hosting personal development workshops to ensure our team understands the importance of the company brand, as well as the development and cohesion of individualized branding

## Healthcare Service Tasks:

### On-site or Remote

- Close the Loop:
  - Incidental Finding communication
    - Document how the communication was made in systems
  - Recommendation Follow-up communication and management
    - Document communication and progress
- Concierge Services:
  - Triage inbound calls to radiologists
    - Forward calls to correct modality
    - Reduce number of wrong number calls
  - Place outbound calls for Radiologists
    - Reduce time on hold waiting to speak to clinical staff
  - Place pages for Radiologists
  - Locate inpatient care teams
  - Respond to basic, non-clinical questions from clinical staff
    - i.e. Has "x" study been read yet?
  - Patient Relations Communications
  - Specialty benefactor prioritized communications
- Image/Film Library Tasks:
  - Import images shared from other institutions via sharing applications
    - PowerShare, LifelImage, Ambra, etc
  - Share images with other institutions using sharing applications
  - Deidentification of studies for research
- Scheduling Services:
  - Call Center Support Overflow
  - Multiple departments (COVID, Practices, Primary Care, Radiology etc.)
- Scribe Services:
  - Initiating patient visits
  - Preparing progress notes
  - Patient Follow-ups

### On-site Only

- Image/Film Library Tasks:
  - CD Burning and imports on disc from other facilities
  - Respond to requests from legal services and lawyers

## Healthcare Positions:

- Radiology Reading Room Assistants
- Rad Tech Assistants
- Med Tech Assistants
- Patient Transport
- Medical Call Team Transfers
- Patient Experience Coordinator

# THE SCIENCE BEHIND THE PERFECT SOLUTION.

Our Jobologi program optimizes the education of our young professionals by building their professional and personal experiences through practical opportunities with our clients and our **unique 5 eXperience program.**

## HOW IT WORKS

The associates that are accepted into our program are required to participate in 5 eXperiences: work experience at one of our clients, an industry shadowing day, team building event, health & wellness class, & professional workshops. Through these experiences, our associates gain insight on their career path, professionalism, and work life balance at no cost to them. In fact, associates are paid to attend these events. We invest in our associates and partners.

*"This experience has been very eye opening. I have been able to understand the role I would like to have in healthcare. internU has allowed me to develop business skills by working with Rheumatic Disease Associates as well as working with internU. I have improved my work ethic and expanded my network."*

**Michelle Harvey - Jobologi Associate**  
PA at the Lewis Katz School of Medicine  
of Temple University



**Jobologi**

## eXperiences



### Contact Us:

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### Connect With Us:

