Deciding what to do after graduation can be a difficult decision. Graduate school, work force, or alternative options are all there – but which to choose? This handout provides a brief overview of different options for a recent graduate of the Health Sciences program. The information in this handout is not comprehensive, however, it provides a variety of options our office has encountered through working with students, speaking to professionals, and researching online.

Position Titles

**Claims Reviewer**

**Possible Duties:**
- Process, review, and analyze of claims
- Communicate with clients, policy holders, medical providers, & staff
- Tracking & processing systems
- Know diagnosis, procedure codes, and medical terminology
- MS office
- Detail oriented
- Organization skills
- Mathematical skills
- Customer service skills

**Possible Places of Employment:**
- Insurance
  - Blue Cross Blue Shield
- Hospital
  - John Hopkins HealthCare
  - Mercy Hospital
Health Services Manager

Possible Duties:
- Billing & payroll
- Marketing and sales
- Answering requests
- Office files
- Budget
- Collaborate with others
- Design, implement and monitor process improvement
- Possibly implement expansion projects
- Oversee day-to-day performance of staff

Possible Places of Employment:
- Hospital
  - Nantucket Cottage Hospital (Specialty Physician Services Manager)
  - Bethesda Health Group, Inc. (Office Manager)
  - UMC Health Unit (UMC Health Unit Coordinator)

Client/Patient Advocate

Possible Duties:
- Provide patient education
- Develop local Patient Advocacy opportunities
- Foster dialogue between patient and health care provider
- Application and documentation processes
- Monitor status of cases
- Provide support and assistance to the client
- Screen patients for medical assistance program eligibility
- Empower patients
- Submit forms to appropriate agencies
- Liaison between patients, clients, and outside agencies

Possible Places of Employment:
- Consulting Company
  - Quintiles (Patient Advocate)
- Healthcare Provider (proper explanation?)
  - Cardon Outreach (Patient Advocate)
- Social Services
  - Great Circle (Scattered Site Youth Advocate)
Medical Scribe

Possible Duties:

- Medical scribes work alongside physicians throughout their entire shift, managing all of the documentation for each patient, all while you are learning medical terminology, diagnoses, labs administered, clinical profiles, and more! However, this position does not allow for patient interaction that does not follow the traditional clinical experience.
- Create real-time documentation including patient’s history, complaints, physical exams, test orders, diagnostic test results, and follow up plans
- Work alongside a physician in an emergency department
- Great for taking a year or two off of school to gain valuable experience in the healthcare field
- Typing and writing in a fast-paced environment

Possible Places of Employment:

- PhysAssist (PhysAssist Scribe)
- ScribeAmerica
- Elite Medical Scribes (Medical Scribe)

Medical Device Sales

Possible Duties:

- Develop and manage relationships with key decision makers and administrators
- Identify new clients that could benefit from a service or good
- Maintain client base
- Set and meet quotas
- Data entry, use of Microsoft Office
- Directly calling physicians
- Driving and travel
- Effective communication, both oral and written
- Seek and maintain expertise of products, uses, and the field
- **Prior sales experience is usually required (2-3 years) or medical device sales training (online)**

Possible Places of Employment:

- Kinetic Concepts, Inc. (Territory Sales Representative)
- Kimberly-Clark (Pain Management Sales Representative)
- Medical Device Rep Staffing (Outside Sales Representative) $70k-80k base
Community Relations Coordinator

Possible Duties:

- Recruit, develop, organize, and manage events
- Implement annual events and develop new ones based on need and resources
- Market the organization through providing information and positive relationships with the community
- Focus on details of activities
- Possible fundraising
- Act as a liaison between community and company
- Effective communication and follow up
- Provide reports, both written and oral

Possible Places of Employment:

- St. Joseph Health Center (Development Coordinator)
- OneBlood, Inc. (Community Relations Coordinator)
- Cook Children’s Health Foundation (Donor Relations Coordinator)
- Advanced ICU Care (Project Coordinator)

Patient/Client Relations Coordinator

Possible Duties:

- Effectively communicate with patients about their questions or concerns relating to their health and payment
- Coordinate scheduling, events, and appointments
- Organize special events and outings that are of interest
- Assist patients with related medical/health concerns and inquiries
- Make a positive first impression with patients, in person and on the phone
- Maintain files, records, and accounts
- Operate office equipment
- Be able to explain medical terms to patients

Possible Places of Employment:

- DentalOne Partners (Patient Relations Coordinator)
- Saint Louis University (Patient Coordinator)
- Boys and Girls Clubs of Chicago (Social Recreation Instructor)
- Boys and Girls Clubs of Kentuckiana (Teen Coordinator)
**Pharmaceutical Sales**

Possible Duties:

- Effectively utilize sales skills
- Have knowledge of products and how they can meet client needs
- Meet or exceed sales goals
- Implement problem solving and negotiation skills
- Establish and maintain relationships with targeted physicians and medical centers
- Understand the market conditions and trends
- Maintain accurate records
- Travel
- **Prior sales experience is usually required (2-3 years)**

Possible Places of Employment:

- Takeda (Sales Representative)
- Meda Pharmaceuticals (Pharmaceutical Sales Professional)
- Ther-Rx Corporation (Specialty Pharmaceutical Sales Representative)
- Quintiles Transnational (Pharmaceutical Sales Representative)

**Counselor**

Possible Duties:

- Provide guidance, counseling, role modeling, and positive support
- Possibly transport clients to different facilities
- Record observed behaviors, maintain records, and report when necessary
- Facilitate education and therapy groups
- Provide information to parents and/or caregivers
- Establish a rapport with clients
- Review complex situations with treatment team
- Ensure safety of clients and help them develop the skills needed to meet safety expectations

Possible Places of Employment

- Lutheran Social Services (Youth Counselor)
- House of Mercy Teen Program (Resident Counselor)
- Center for Discovery (Counselor)
**Social Services Case Manager**

Possible Duties:

- Work independently and with a team
- Handle multiple projects and tasks at the same time
- Knowledge of crisis intervention techniques
- Document goals and case notes
- Effective communication with clients with diverse backgrounds
- Follow guidelines and policies
- Make assessments
- Develop and implement case plans
- Knowledge of community and other resources to offer clients
- **These jobs tend to prefer a Social Work degree but are sometimes open to a related degree. This is where your class choices, extracurricular activities, part time jobs, and volunteering can help you be a good candidate.**

Possible Places of Employment

- Lutheran Social Service of Minnesota (Case Manager)
  - $32-34K
- Great Circle (Foster Care Case Manager)

**Independent Living Specialist**

Possible Duties:

- Assist in the completion of documents for services
- Educate clients on resources and techniques to live independently
- Create a plan for clients to implement in case of emergency
- Teach clients about their rights and how to self-advocate
- Maintain communication with clients
- Identify needs in the community
- Ability to effectively handle crisis interventions

Possible Places of Employment

- Services for Independent Living (Independent Living Specialist)
  - $28,000 - $31,000
- Similar positions at
  - Central Missouri Area Agency on Aging
  - Senate Bill 40 organizations
  - Mental Health Agencies

This is not a comprehensive list. Positions listed here were examined between November 2013 and April 2014 from Indeed.com, HireMizzouTigers.com, LinkedIn, and personal communication.

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**Health Fitness Professional**

**Possible Duties:**

- Supervise facility and interact with clients
- Educate clients on proper techniques
- Implement fitness testing to develop a program for each client
- Encourage new customers to join
- Filing and inputting data
- Ensure safety measures
- Promote programs

**Possible Places of Employment**

- HealthFitness (Health Fitness Professional)
- Arkansas Children’s Hospital (Fitness Center Assistant)
- TriHealth (Health Fitness Specialist)
Companies & Organizations to Consider

Cerner

Background:
- “Strategic innovation in healthcare”
- One of the largest employers in Kansas City, Missouri
- Ranked 13th most innovative company by Forbes
- Partners with technology, medical device, and professional service organizations
- Top employer of MU graduates with a Bachelor of Health Science in Health Sciences

Academy Consultant
- Possible duties
  - Communicate, collaborate, and work to design and customize clients’ new computer systems
  - Communicate with clients about new systems, maintenance, and troubleshooting.
  - Travel 0-20% of the time
- Qualifications
  - Meet one of the requirements:
    - 3.0 or higher cumulative GPA and Bachelor’s Degree
    - 2.8 or higher cumulative GPA, Bachelor’s Degree, and 1 or more years of experience
  - Educational background in Business, Technology, or Healthcare
  - Must relocate to Kansas City area

Lumeris

Background:
- Medical Technology and Healthcare Management
- Quality Management
- Cloud technology to share information
- Accountable delivery systems

Claims Processor
- Possible Duties
  - Enter data
  - Analyze and search for any discrepancies
  - Perform adjustments
  - Create special reporters
  - Understand fees and be able to verify accuracy on documents

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- Interact with a variety of departments
- Respond to correspondence

Qualifications
- HS diploma, GED, or experience in claims processing (Sometimes you have to take a job with qualifications lower than a Bachelor’s, but that makes you competitive and gets “your foot in the door”)
- PC knowledge, keyboarding skills, understand claims forms, CPT codes, HCPCS, & ICD-9
- Customer service, preferred

**Epic**

*Background:*
- Ranked 5th best place to have an internship in 2014 by Forbes
- Healthcare Software Development Company
- Health record system: MyChart

**Project Manager/Implementation Consultant**
- Possible Duties
  - Work with customers to install software
  - Assist customers lead and manage the change
  - Develop creative strategies with a variety of colleagues
  - Positively represent the company through courteous and effective interactions
- Qualifications
  - Relocate to Madison, WI
  - Bachelor’s degree (any major)
  - Good academics
  - Willing to travel
  - Software experience is not needed

**Technical Writer**
- Possible Duties
  - Explain complex information in simple terms
  - Ability to focus on details to ensure a positive outcome
  - Learn different processes and technical information efficiently
- Qualifications
  - Relocations to Madison, WI
  - Bachelor’s degree
  - Academic and professional success
  - Software experiences is NOT required, they will train you

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Quintiles

Background:
- Biopharmaceutical services provider
  - Clinical research and development services
  - Commercial marketing and sales solutions
  - Consulting services
- Kansas City based company

Entry Level Pharmaceutical Sales Representative
- Possible Duties
  - Promotes and sells over-the-counter products to specialists
  - Maintain and create professional relationships in territory
  - Increase market share and exceed customer set quotas
- Qualifications
  - Bachelor’s Degree
  - Sales experiences, preferred
  - Leadership in community or in professional/college organizations
  - Verbal, interpersonal, and listening skills

Patient Advocate
- Possible Duties
  - Provide education to a patient on their condition in order for them to have meaningful conversations with their physicians
  - Organize community-based educational programs and support groups
  - Will not provide medical advice
  - Assist in the development of health literacy
  - Develop and support disease awareness campaigns
- Qualifications
  - Bachelor’s degree (Nursing or behavioral/social sciences, public health, or business related disciplines – you may have to explain what a BHS is to the employer and how it is a suitable degree for this position)
  - Professional experience in social work, education, case management, or disease management, preferred
  - Willing to travel
  - Time management and planning skills
  - Effective presentation and communication skills
  - Previous success with community based, health organizations
  - Microsoft Office
Planned Parenthood

Background:
- Health care provider, educator, & advocate
- Reproductive care and sex education

Clinical Assistant
- Possible Duties
  - Representing Planned Parenthood as the first point of contact with many clients
  - Insurance verification, take payments, lab duties, administrative tasks
- Qualifications
  - High school diploma
  - Customer services experience
  - Attention to deal, maintain confidentiality, computer skills
  - Able to multitask and work in busy environment

Clinical Operations Director
- Possible Duties
  - Hire, coach, supervise, and evaluate other professionals
  - Maintain knowledge of community issues, program operations, financial trends, and customer satisfaction to be a resource for managers
  - Marketing planning, implementing, and maintenance
  - Oversee projects and programs
- Qualifications
  - Communication, decision-making, problem solving, organization skills
  - Ability to prioritize needs
  - High level of motivation
  - Willing to travel some
  - Preferred: experienced manager, MBA or MPH degrees

Educator and/or Outreach Coordinator
- Possible Duties
  - Educate patients and explore alternative actions
  - Provide information to minors and parents on all aspects of sexual activity
  - Refer to other professionals, as necessary
  - Training and orientation internally and externally
  - Coordinate trainings and workshops
- Qualifications
  - Community outreach/ public health knowledge or experiences
  - Bachelor degree
  - 1-3 years of experience

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State Emergency Management Agency

Background:
- Mission to ensure safety measures when disasters threaten the state, response to disasters, and recovery after a disaster occurs

Adult Protective and Community Worker
- Possible Duties
  - Intake screening and processing of abuse, neglect, and exploitation
  - Investigate as necessary
  - Assess the living arrangements for people who are eligible for Medicaid in-home services
  - Recommend legal interventions as seen applicable to the situation
  - Coordinates and monitors in-home Medicaid funded services
  - Interacts with healthcare workers and travel as needed
- Qualifications
  - Bachelor degree
  - Basic knowledge of senior and disability services programs and community health problems
  - Medical terminology and some math abilities
  - Strong organizational skills

Child Care Facility Specialist I
- Possible Duties
  - Ongoing training to understand laws, rules, community member opinions, and public official views
  - Assists in investigations of child care physical and planned activities along with the curriculum and staff credentials
  - Prepares reports of child abuse and neglect investigations and makes recommendations
  - Travels
- Qualifications
  - Bachelor degree with a minimum of 15 credits in: Elementary or Early Childhood Education, Sociology, Psychology, Child Development, Social Work, Nursing, or a closely related field.
  - Basic knowledge of regulations and policies of child care facilities and an understanding of childhood behavior and development

Claims Specialist I
- Possible Duties
  - Evaluates information required to process unemployment insurance claims, shared work claims, and claims for training
  - Collect determinates of eligibility status for allowance payments
- Qualifications

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- Bachelor degree with a minimum of 15 credits in: social sciences, education, or public or business administration.
- Basic knowledge of procedures needed to process claims for unemployment insurance, as well as, principles and regulations of unemployment insurance programs
- Able to input and retrieve data

**Health Literacy Missouri**

**Background:**
- Nonprofit organization in St. Louis
- Goal: “to help people make good health decisions every day”

**Plain Language Writer**
- Possible Duties
  - Translate complex health/medical information into an easy-to-understand message
  - Present trainings to other professionals on communication
- Qualifications
  - Bachelor degree or demonstrated experience in a field related to communication, English, journalism, or public health
  - Ability to communicate complex messages in a clear manner
  - Basic understanding of U.S. healthcare system
  - Use of Microsoft office

**Communications and Marketing Assistant**
- Possible Duties
  - Contribute to HLM’s online presence
  - Writing content for their website, online resources, and email newsletter
  - Monitor their media coverage
- Qualifications
  - Bachelor degree or demonstrated experience in journalism, communications, or a related field
  - Basic understanding of the U.S. healthcare system
  - Interest in social media and communications
Veterans United Home Loans

Background:
- Help veterans purchase or refinance homes
- Columbia, MO

Human Resources Coordinator

- Possible Duties
  - Provide customer service in person and on the phone
  - Coordinate interviews and assist with talent management
  - Manage projects to support other departments
- Qualifications
  - Proficient in computer technologies
  - Preferred experience in customer service and Excel

Customer Service Representative

- Possible Duties
  - Communicate well with veterans about the basic loan process
  - Work as a team with other departments to ensure smooth operations
  - Learn about the loan processes
- Qualifications
  - Ability to learn and thrive in fast-paced environment
  - Great work ethic and ability to communicate

PhysAssist Scribes

Background:
- Work alongside medical providers in the emergency room, urgent care facilities or outpatient clinics, inputting information into patients' medical charts in real time.
- Locations in Missouri (Columbia, Jeff City, St. Louis area, Rolla, St. Joseph) and across the nation

Medical Scribe

- Possible Duties
  - Record patient information in the proper HPI format, from medical history and chief complaints to consultations.
  - Transcribe physical examinations and documenting test results
  - Accurately note follow-up care and recommendations
- Qualifications
  - Motivated and driven individual on a pre-health career track
  - No prior clinical experience is required
  - GPA of 2.8+ is preferred.
  - Proficient in English; fluency in secondary languages is a plus

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Job Search Words:

Varying the words you use to describe a job will help expand your job search. A similar position at three different companies can be labeled differently (i.e. Manager, Coordinator, and Director). Below are a few different job search terms to consider.

- Administrator
- Advocate
- Assistant
- Consultant
- Coordinator
- Counselor
- Delivery
- Development
- Director
- Educator
- Entry-Level*
- Executive
- Fitness
- Graduate
- Health Services
- Human Services
- Instructor
- Manager
- Operations
- Outreach
- Processor
- Professional
- Program
- Relations
- Representative
- Sales
- Specialist
- Supervisor

*Entry-Level is a great term to use in your job search when you are a new graduate.
Other Options to Consider

**Fellowships**
- Global Health Corps
- Peace Corps
- AmeriCorps
- Health for America
  - Year-long program

**Graduate School**
- Clinical
  - Nursing
  - Physical Therapy
  - Occupational Therapy
  - Respiratory Therapy
  - Diagnostic Medical Ultrasound
  - Speech Language Pathology
  - Physician Assistant
  - Athletic Training
  - Anesthesiologist Assistant
  - Medicine
  - Pharmacy
  - Dietetics
  - Radiography
  - Nuclear Medicine
  - Board Certified Behavior Analyst (BCBA)
- Non-Clinical
  - Health Administration
  - Clinical Laboratory Science
  - Health Professions Education
  - Master of Business Administration
  - Master of Public Affairs
  - Master of Health Informatics
  - Master of Public Health
  - Higher Education (or Educational Leadership & Policy Analysis)
Teach for America

- Be placed in a community in the U.S. which is in need
- Pre-K – 12th grade
- Rural to urban, wherever the need lies

Assistant/Associate Programs

- Physical Therapy Assistant (PTA)
- Occupational Therapist Assistant (OTA)
- Board Certified Associate Behavioral Analyst (BCaBA)

Certifications

- Certified Personal Trainer
- Certified Coding Specialist
- CPR
- EMT Certification
- Fitness Specialist Certification
- Heath Educator Certification
- Pharmaceutical Sales Certification
- Project Management Certification
- Six Sigma Certification (business management strategy focused on reducing errors)
- LEAN (business management strategy focused on speed and eliminating waste)
- Surgical Technician
- Medical Technologist
- Clinical Laboratory Technologist