
Quest Diagnostics Job Description

Job Title: Mgr. Medical Support

Job Family: India

Reports To: GM - DTP/DTC & Employer

Grade:

FLSA: E

Job Code:

Basic Purpose:

To oversee all aspects of medical processing for DTP/DTC & Employer including laboratory matters, medical content, interfacing with MSP network and development/implementation of referral opinions for laboratory testing. Also will act as liaison to Quest India Medical Director and US-based Medical staff.

Duties and Responsibilities:

Develop diagnostic testing panels based on Indian market (Consumer) and Indian Disease states

Define imaging and physical exam (including audiometry, bone density measurement etc.) needs on an ongoing basis

Create and maintain pipeline of tests and investigations (i.e., imaging/ physicals) to be added to DTP/DTC offerings

Write/ review/ edit content as necessary for Quest India portal (including patient & physician blogs)

Act as Medical interface with technology partners (LIS/HCL), government, and other partners (e.g., BD)

Primary interface to Quest Diagnostics India laboratory for processing of Home kits

Work with medical algorithm partners to identify and utilize Indian specific medical statistics

Maintain alignment with Quest Diagnostics India business unit Medical Director. Maintain alignment with Corporate Medical team (USA)

Create process for 2nd opinions as requested from consumers (in India and referrals to USA)

Work with Field Operations manager to maintain quality MSP and DGX network

Align with Sales and Marketing on all promotions to ensure Medical accuracy and compliance within DTP/DTC business line

Supervision Exercised:

N/A

Qualifications:

Education Preferred:

- MBBS is required; MD is desirable

Work Experience:

- 6-8 years of Medical experience; Private Practice preferred
- Understanding of Indian market, environment and cultures
- Familiarity with specific markets (Chennai, Delhi)
- Strong relationships with physicians and medical associations (e.g., ICMR)

Other:

- Strong communication skills (oral and written)
- Maintains involvement in Medical societies, attends conferences, completes CME credits
- Proficient with MS Office products
- In country Travel required
- MNC experience is a strong plus
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