

Bilingual (French) Medical Administrator

Employer: Team Recruiter

Posted: 10 months ago

ES Job ID: 15010

Sector(s): Healthcare, Office & Administration

Salary: 21.93

Closing Date: December 01, 2023

Location: Remote

Duration: Temporary

Job Description:

One of our telecommunication clients is looking for a Bilingual (French) Medical Administrator (Medical Terminology, CRM, EMR)

Length: 6 month contract with a possibility of extension

Location: Canada - REMOTE (Will include evenings & weekends)

Pay Rate: \$21.93/hour

As an Administrative Assistant with our Health Virtual Care, you will:

- Work alongside leaders in technology, registered nurses, nurse practitioners, physicians, medical experts, and a fun, hard-working group of enthusiasts who are responsible for the roll out and operations.
- Learn the ins-and-outs of our technology and gain extensive knowledge of the Canadian healthcare system
- Greet patients via text and/or video, collect information such as medical concerns, and ensure patient profiles are up to date
- Act as a gatekeeper to assist in redirecting patients who are not appropriate for virtual care
- Provide administrative support to clinicians by completing administrative tasks
- Book appointments and facilitate communication of messages between clinicians and patients
- Coordinate with our clinic and other operations team members to ensure complete patient care
- Direct and/or re-direct patient referrals and requisitions via fax
- Proactively follow up on lab results, diagnostic tests, and referral statuses
- Support patient inquiries on our support desk platform
- Organize, manage and file incoming patient faxes
- Other duties, as required

Additional Details:

- Independent service provider contract
- Must be in Canada to work, access as clinical platforms outside of the country is not permitted

Required Skills:

Must have skills:

1. Bilingualism (French, English)
2. Knowledge of medical terminology, experience handling confidential medical records or physical charts
3. Excellent communication and interpersonal skills to collaborate effectively with the medical team and patients
4. Experience working with a CRM (customer relation management tool) and EMR software (electronical medical records)
5. Must be available and open to evening and weekend shifts

Requirements:

- Minimum of two (2) years of work experience in a medical clinic and customer service environment
- Bilingualism (French, English)
- Private clinic, dental clinic, or primary care experience is beneficial
- Knowledge of medical terminology, experience handling confidential medical records or physical charts is beneficial
- Experience working with a CRM and EMR software
- Have a commitment to provide comprehensive patient-centered care that focuses on exceptional customer experience and the best possible outcomes
- Excellent communication and interpersonal skills to collaborate effectively with the medical team and patients
- Intermediate computer skills and knowledge of Windows & G Suite environment
- Ability to provide low-level technical support, such as assisting patients with downloading the app and finding a particular tab and assisting clinicians with technical issues during consultations
- Superior time management skills and ability to work in a fast-paced environment
- Quick learner, ability to organize, adapt, prioritize, and multitask
- Confidentiality and high level of empathy is critical
- Proactive attitude with the ability and skill to achieve goals independently or with limited direction from a supervisor

How to Apply:

Applications can be sent to: ssingh@teamrecruiter.com

Please mention the job title above in the subject line

The recruiter in charge of this role is Sunita

We thank all applicants for their interest. Only those who meet the qualifications will be contacted through telephone/email. You are encouraged to register with us in our database to be considered for future positions available.

.....At Teamrecruiter.com we offer some of the most highly qualified professionals in the workforce. We dedicate an industry trained recruitment specialist to the following areas: IT, Finance, Admin, Sales, Executive Search and Contractors. If you would like to learn more about our full-service recruiting firm please visit our website at www.teamrecruiter.com.