

Colombia Jobs Expertini®

Healthcare Virtual Assistant

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Company: Outwork Staffing

Location: Bogotá

Category: other-general

Job Title: Virtual Assistant

Location: Fully Remote (LatAm)

Schedule: CST

Salary: 1800 - 2000 USD/month

*****This role is exclusively available to candidates from Latin America. Please submit your resume in English*****

We are looking for a proactive and dynamic Virtual Assistant to join a esteemed medical group practice specializing in Interventional Pain Management, located in Morris, IL. With a commitment to delivering exceptional patient care, we are seeking an individual who can provide remote administrative support to our medical team, enhancing operational efficiency and patient satisfaction.

Key Responsibilities:

Manage the scheduling of appointments for new patients, follow-up visits, and in-office procedures, ensuring accurate planning and coordination, particularly regarding the need for sedation.

Utilize our EMR system (Modernizing Medicine) to accurately input patient information and maintain up-to-date electronic medical records.

Assess and prioritize patient needs, directing messages to the appropriate party through our EMR system for efficient follow-up and resolution.

Ensure timely follow-through on specific tasks and patient phone encounters, maintaining clear communication and documentation within the EMR system.

Engage in professional and empathetic communication with patients via phone, email, and messaging platforms to address inquiries, schedule appointments, and provide information.

Assist physicians and medical staff with administrative tasks, including calendar management, correspondence preparation, and telemedicine coordination.

Collaborate with the billing department to ensure accurate coding and submission of insurance claims, following up on billing inquiries and discrepancies as needed.

Requirements

Bachelor's degree in healthcare administration, business administration, or related field preferred.

Strong communication skills, both verbal and written, with a focus on professionalism and customer service.

Experience working in a healthcare setting, with proficiency in using electronic health record (EHR) systems is a plus.

Knowledge of medical terminology, billing codes, and insurance verification processes is an advantage.

Excellent organizational skills, attention to detail, and ability to prioritize tasks effectively.

Comfortable working independently and collaboratively in a virtual team environment.

Commitment to maintaining confidentiality of sensitive patient information and compliance with HIPAA regulations.

If you are enthusiastic about contributing to the provision of compassionate care and possess the necessary qualifications and skills, we invite you to apply for this role!

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