

Patient Care Coordinator in Medellin

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Company: Apollo XCM LLC

Location: Medellín

Category: healthcare-practitioners-and-technical

Job Description

This is an on-site position based in Medellín, Colombia. **Only applications in English will be reviewed.**

Apollo XCM is looking for the best 'Patient Care Coordinator' who will play a vital role in enhancing the patient experience by providing personalized support and guidance throughout their healthcare journey.

What you'll be doing:

Serve as the primary point of contact for patients, caregivers, and healthcare providers, offering empathetic assistance and resolving inquiries promptly.

Coordinate patient appointments, referrals, and follow-up care, ensuring timely access to medical services and resources.

Collaborate with interdisciplinary teams to facilitate care coordination and optimize patient outcomes.

Educate patients and caregivers on treatment plans, medications, and self-care strategies, promoting health literacy and empowerment.

Maintain accurate patient records, documenting interactions, care plans, and progress notes in compliance with regulatory standards.

Identify and address barriers to care, advocating for patients' needs and facilitating access to supportive services and community resources.

Requirements

Registered Nurse (RN) license in US or Colombia.

Previous experience in healthcare coordination, patient advocacy, or customer service role.

Bilingual (Spanish and English), with strong proficiency both verbal / written - in both languages. The required English level is C1 or above. This is a MUST, since 100% of communications will be in English.

Ability to multitask, prioritize tasks, and work effectively in a fast-paced environment.

Knowledge of medical terminology and healthcare systems.

Empathetic and compassionate demeanor with a commitment to patient-centered care.

Focus on customer service.

Enjoys working with people.

Meticulous attention to detail.

Ability to work independently and proactively.

Ability to work in a fast-paced environment and demonstrate exceptional multitasking.

Understanding of startup culture.

Benefits

Contractor agreement with our Headquarters in US

Monday to Friday, 7 a.m. to 4 p.m, 8 a.m. to 5 p.m. or from 9 a.m. to 6 p.m.

Salary starting at \$4,000,000 COP/month, plus social security (Commensurate with experience)

Opportunities for learning and development

Stimulating multicultural environment

Requirements

Bilingual (Spanish and English) with strong proficiency. Experience in Customer Service, Hospitality, or BPO Excellent interpersonal and communication skills. Customer service-oriented and enjoys working with people. Meticulous attention to detail. Ability to work independently and proactively. Thrives in a fast-paced environment with exceptional multitasking. Familiarity with startup culture. Long-term commitment.

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 4. [Patient Care Coordinator in Medellin Jobs Medellín ↗](#)
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