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Telemedicine Operations Assistant

Location: Boston, Massachusetts
Contact: Human Resources, jobs@worldcare.com

Description

Reports to a Supervisor or Director in Telemedicine Operations, involves day-to-day assistance with case management to ensure prompt case-processing and delivery. Duties may include booklet research, preparation and case delivery, radiology processing, patient interaction, medical record collection, and general case management. S/He also deals with a diverse group of members as well as international affiliates at all levels of the organization. This position supports all aspects of WorldCare's Telemedicine Operations.

Primary responsibilities

- Preparation of second opinion booklets and packages for delivery:
 - Conduct research as directed by the clinical team
 - Coordinate with hospitals and physicians to collect reports and ancillary material
 - Check all material for quality assurance and accuracy
 - Arrange clinical approval of content
 - Deliver booklets to patients and physicians as well as regional and international sites
- Processing of Radiology
 - Receive and process radiology studies received via CD or electronic upload (ShareFile)
 - Document imaging in WorldCare's case management system (Salesforce)
 - Transfer and/or send imaging to Consortium hospitals
 - Troubleshoot processing issues that arise

Secondary responsibilities

- Assistance with patient case management:
 - Document and upload case data into WorldCare's case management system (Salesforce)
 - Medical record collection and processing
 - Handle shipping and receiving of all physical medical diagnostics (pathology slides)
 - Coordinate with hospitals, physicians and patients to process cases in a timely manner
 - Manage service phone line and fax
- Provide daily operational support via phone and email to all international affiliates
- Maintain operational database, files and records to further streamline case handling and reporting
- Maintain appropriate documents, including SOPs and manuals
- Administrative support to Nurse team as needed

Desired skills and experience

- Detail oriented with strong organizational skills
- Strong interpersonal and communication skills (excellent command of the English language)
- Able to prioritize and multitask during high volume periods
- Able to maintain a high level of confidentiality
- Excellent computer skills including Microsoft office suites and Adobe Acrobat
- Experience with Salesforce a plus
- Understanding of medical terminology and clinical concepts a plus

**No calls or agencies please. WorldCare International, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.*