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## **Bilingual (English/Spanish) RN Case Manager**

**Location:** Boston, Massachusetts  
**Position:** Full-time, permanent  
**Contact:** Human Resources, [jobs@worldcare.com](mailto:jobs@worldcare.com)

### **Expectations for all employees**

Supports the organization's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, commitment to our community, and accountability and ownership.

### **Job Summary**

Reports to the Director of Nursing. This position primarily involves day-to-day case management to ensure prompt case-processing and delivery. The Case Manager is responsible for all aspects of the case management process from start to finish, including patient interaction, medical records collection, records review, liaising with hospital(s) and case delivery. 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 Telemedicine Operations.

### **Essential Functions**

- Case management for domestic and international patients seeking recommendations for their care
- Regular updating of data base to reflect case activity while maintaining files, records and correspondence
- Organized and efficient assessment of medical information received from patients and their local providers including office visit notes, operative reports, radiology and pathology reports
- Guide clinical decisions on cases while maintaining the integrity of the business model
- QA completed reports
- Guide the preparation of the finished product provided to patients with their reports which includes research material and suggestions for discussing with their treating physician
- Interface with the patients throughout the process
- Interface with MD and administrative affiliates
- Guide the medical record collection performed by administrative assistants
- Support all operational processes
- Customer service and member support
- Assist on special assignments and projects
- Provide periodic reports

### **Qualifications**

- Nursing degree and 5+ years clinical experience, case management preferred
- Broad range of clinical experience/knowledge with strong understanding of medical terminology and concepts
- Excellent written and spoken English and Spanish
- Superior writing skills for correspondence, reports, summaries
- Computer proficiency in Word, Adobe
- Knowledge of office administrative procedures and use of standard office equipment
- Flexibility and the ability to prioritize and multitask with individual initiative
- Attention to detail
- Some analytical ability is preferred
- High level of interpersonal skills

*\*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.*