

Patient Communication and Documentation Agent

(Patient management)



www.medicosmos.org



applications@medicosmos.org

Patient Communication and Documentation Agent (Patient management)

Overview

The role involves supporting healthcare operations by managing patient communication and documentation. This remote position focuses on improving patient care by ensuring timely follow-ups, accurate documentation, and efficient coordination of post-hospital discharge tasks.

Tasks Involved (Documentation and calls)

- Contact patients after discharge from hospitals to schedule follow-up care, make a triage over the phone and a medication review, escalating issues to licensed U.S.-based providers when needed.
- Document patient interactions and updates in the electronic medical record (EMR) system and related platforms.
- Monitor hospital discharge logs daily to identify newly discharged patients and take appropriate actions.
- Handle patient data in compliance with HIPAA and data privacy regulations.

Applicant Profile

- Medium-level proficiency in English is required. Templates and training will be provided to ensure success.
- Strong attention to detail and the ability to follow protocols.
- Prior experience in insurance or healthcare is desirable but not mandatory.
- Access to a personal computer is necessary for the two-month trial period, where training will be provided. After the trial period has been completed, equipment will be provided.
- A private space is essential for maintaining professionalism and confidentiality.
- Daily Duolingo practice will be rewarded tied to a yearly bonus.

Patient Communication and Documentation Agent (Patient management)

Schedule Requirements

- At least 4 hours available during business hours for making calls to patients.
- Remaining documentation tasks can be completed flexibly throughout the day at the agent's own pace.
- Overall, agents need to be available throughout the day, from 6am to 3pm in Summer, and from 7am to 4pm on Winter (Guatemala's time).

Why You'll Love It Here

- Flexible Hours: Enjoy a schedule that works for you while meeting essential job requirements.
- Comprehensive Training: Receive all the guidance and resources needed to excel in the role.
- Mission-Driven Work and great environment: Contribute to a healthcare team focused on improving patient outcomes and providing excellent care, while working in a great team.

Application Process

If this description meets your expectations, we will schedule a call to discuss salary, benefits, and further details about the role.

This position offers the opportunity to improve your knowledge on how healthcare works, while working remotely in a supportive and flexible environment. Agents will also have the opportunity to get further fellowship opportunities in the United States, as well as greatly improve their English skills.

To continue with your application, write us an email requesting a follow up call by one of our representatives at: applications@medicosmos.org.

We will be looking forward to hear from you!



MEDICOSMOS