



Job Description – Virtual Medical Assistant

Overview of the Role

Virtual Medical Assistants or Remote Medical Assistants are executives who perform administrative tasks for healthcare practitioners. Most Healthcare Providers are swamped with administrative tasks and with the Covid-19 Outbreak, this has only gotten worse and expensive. Virtual Medical Assistants ensure smooth functioning of a Healthcare Practice. They improve productivity and profitability in private practices, clinics, hospitals, and other healthcare facilities.

Virtual Medical Assistants allow Doctors to focus more on their patients and improve Patient Satisfaction. They act as an extension of the Healthcare providers medical back-office team by providing Record Keeping, Customer Service, Billing and Accounting and EMR Management.

Virtual Medical Assistants play an extremely vital role in a Healthcare Operations. Main objective would be to achieve timely delivery of the client's work with high accuracy.

Qualifications

- Associate's degree in business, health science, healthcare, health management or related field
- Knowledge of medical terminology and human anatomy a plus
- A strong work ethic your patients and your teammates can rely on
- Strong team spirit and "team-first" mentality
- A bright, problem-solving mindset + attention to detail
- Personability (enjoy talking to people, and talking to patients in particular [note that this role involves primarily phone-based and virtual patient encounters])
- Tech savvy
- Medical Assistant (MA) or Certified Nursing Assistant (CNA) qualification is an advantage

Role Dimensions

- Answer inbound calls from unit phone queue and make outbound calls to providers and members regarding authorization request status
- Accurately enter authorization requests and submitted documents into the authorization system
- Obtain all necessary documentation required to process referrals and requests for covered

services

- Respond to inquiries regarding the authorization processes and request statuses from providers, members and staff from other departments
- Manage Contact Centre operations – Inbound and Outbound Calls, Email and Chat.
- Appointment Scheduling – Manage Appointments, rescheduling and cancellations.
- EMR Management – Ensure EMR is always up to date. Edit and Modify as needed.
- Order Prescriptions
- Patient Triage
- Complete Patient Charts
- Insurance Follow ups
- Ensure highest level of quality