

# **Certified Nursing Assistant/ Medical Intake Specialist (1099) - Work from Home**

CareTalk Health is a national telehealth provider that offers healthcare organizations a variety of telehealth solutions, including staffing, technology, and billing services. As a CareTalk Health team member, you'll be working to provide virtual care to our client's patients. CareTalk Health is committed to providing high-quality, affordable, and accessible healthcare to all patients. If you're a healthcare professional passionate about providing patients with high-quality care, CareTalk Health is a great place to work. We offer a variety of benefits, including competitive salaries, flexible hours, and a work-from-home environment.

## **Job Description:**

As a Certified Nursing Assistant (CNA)/ Medical Office Assistant (MA), specializing in virtual care, your primary responsibility will be to collect information for annual wellness visits with patients remotely and assist them in scheduling follow-up appointments with physicians. Your role is crucial in providing quality care and ensuring patients' health needs are addressed promptly and efficiently. Please see primary responsibilities and other duties as needed.

## **Responsibilities:**

### 1. Virtual Annual Wellness Visits:

- Initiate contact with patients to schedule annual wellness visits.
- Collect information for virtual wellness visits with patients using designated telehealth software.
- Collect and document patients' medical history, current medications, and pertinent health information during the virtual visit.
- Perform basic health assessments, such as measuring vital signs and checking overall well-being.
- Collect patient concerns and for the provider to answer questions related to their health and well-being.
- Collaborate with healthcare providers and other team members to ensure comprehensive care delivery.

### 2. Physician Scheduling:

- Coordinate with the scheduling team to find suitable appointment times for patients and physicians.

- Confirm appointment details with patients and ensure they are prepared for their upcoming visits.
  - Remind patients of upcoming appointments to reduce no-show rates and ensure timely access to care.
  - Handle rescheduling or cancellations, and efficiently manage appointment calendars.
3. Remote Patient Monitoring
- Monitor Vital Sign of patients that are receiving remote patient monitoring.
  - Report any abnormalities to the Registered Nurse to address.
  - Document information in the medical record as appropriate.
4. Documentation and Record-Keeping:
- Accurately and comprehensively document all virtual wellness visit findings, assessments, and discussions in the electronic health record (EHR) system.
  - Maintain patient confidentiality and comply with all relevant HIPAA regulations.
5. Communication and Patient Engagement:
- Maintain clear and professional communication with patients throughout the virtual visit and appointment scheduling process.
  - Act as a liaison between patients and healthcare providers, conveying relevant information to ensure continuity of care.
  - Engage patients in a compassionate and empathetic manner to build trust and rapport.
6. Requirements:
- Certified Nursing Assistant (CNA) license and relevant healthcare certifications, and/or Medical Office Assistant
  - Proficiency in using telehealth platforms and virtual communication tools.
  - Strong communication and interpersonal skills, with the ability to establish rapport with patients remotely.
  - Excellent organizational and time-management abilities to manage virtual visits

and appointment schedules efficiently.

- Knowledge of medical terminology, basic health assessments, and health education.
- Familiarity with electronic health record (EHR) systems and documentation procedures.

In this role, you play a critical part in improving patients' access to care and ensuring their well-being. Your dedication to virtual care and physician scheduling will contribute significantly to the overall healthcare experience and promote better health outcomes for our patients.

### **Why Join CareTalk Health?**

- **Work from the Comfort of Your Home:** Enjoy the flexibility and convenience of a remote work environment.
- **Tailor Your Hours to Fit Your Personal Life:** Achieve a healthy work-life balance by customizing your work hours.
- **Make a Meaningful Impact on Patient's Lives:** Contribute to improving healthcare accessibility and patient outcomes.
- **Stay Ahead by Mastering New Virtual Technologies:** Embrace innovation and learn to leverage cutting-edge virtual technologies.

*CareTalk Health is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*