

Medical Assistant (Contractor) - Remote

CareTalk Health is a leading national telehealth provider, offering a comprehensive range of services to healthcare organizations. These include staffing, cutting-edge technology, and billing solutions aimed at enhancing the delivery of healthcare. We are committed to providing high-quality, affordable, and accessible healthcare services to all patients. At CareTalk Health, we believe in fostering a supportive and innovative work environment for our employees, offering competitive salaries, flexible hours, and the convenience of working from home.

Role Summary:

We are seeking full and part-time dedicated and skilled Medical Assistants (MA's) to join our Telehealth Services team. Shifts may vary between the hours of 8:00 a.m. - 8:00 p.m. EST, with evening, weekend and holiday shifts, compensated at a rate of \$25.00 per hour.

This role is pivotal in supporting our healthcare providers and patients through a variety of tasks, including scheduling medical appointments, engaging in Remote Therapeutic Monitoring (RTM) and Remote Patient Monitoring (RPM), managing documentation and record-keeping, and ensuring effective patient engagement and communication.

Key Responsibilities:

1. **Scheduling and Coordination:** Efficiently schedule and coordinate medical appointments between patients and healthcare providers. Manage calendar appointments and send reminders to ensure timely healthcare delivery.
2. **Remote Monitoring:** Participate in RTM and RPM activities by assisting in the setup, monitoring, and follow-up of patients using remote health monitoring devices.
3. **Communicates with nurse and/or patient's provider** as appropriate to address any health-related issues or questions.
4. **Documentation and Record Keeping:** Maintain accurate and up-to-date patient records, including medical histories, treatment plans, and encounters. Ensure compliance with healthcare regulations and privacy laws.
5. **Patient Engagement:** Serve as a primary point of contact for patients, providing them with information, answering their queries, and ensuring they feel supported throughout their care journey.
6. **Communication:** Facilitate effective communication between patients, healthcare providers, and other team members. Ensure that all stakeholders are informed about patient care plans and updates.
7. Additional responsibilities may be assigned as needed.

Qualifications:

1. Medical Assistant experience preferred.
2. Proficiency in using telehealth platforms and virtual communication tools.
3. Strong communication and interpersonal skills, with the ability to establish rapport with patients remotely.
4. Excellent organizational and time-management abilities to manage virtual visits and appointment schedules efficiently.
5. Knowledge of medical terminology, basic health assessments, and health education.
6. Familiarity with electronic health record (EHR) systems and documentation procedures.
7. Commitment to maintaining patient confidentiality and adherence to HIPAA guidelines.

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.
- **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.