

Bilingual Virtual Medical Care Coordinator

We seek a health care coordinator/navigator for our patients in Ohio that are part of our virtual care nationwide network. Fluency in Spanish required. This is mostly remote, but one day per month will be onsite in Dover, Ohio.

BowTie Medical Purpose:

Reducing the cost of healthcare while improving health outcomes.

BowTie Medical Values:

1. Team Players that are Focused, Committed & Accountable
2. Proactive, Resourceful Problem Solvers
3. Passionate for Customer Success
4. Candid, Respectful & Transparent Communication

Job Summary: BowTie Medical is a cutting edge healthcare company that delivers comprehensive virtual medical care for patients across many states in the US. This includes acute care, chronic condition care, wellness, and mental health. As the first point of contact for BowTie Medical members, Health Guardians help to improve members' health and reduce their costs while building trust through compassionate customer service. Health Guardians have responsibilities similar to both care coordinators and customer service representatives and are the backbone of BowTie Medical's mission in providing a better healthcare solution.

For this position, you will be the primary Guardian for an Ohio company near Canton, but will also work with the team for our nationwide patients. While this is a mainly remote position, there will be a need to be onsite (Dover, Ohio) one day per month. This is a full time position (minimum 32 hours).

Location: Ohio, Remote

Job Responsibilities/Tasks:

1. Main point of contact with our patients (called members) for all their needs.
2. Provide customer service and intervention over phone, email, and messaging.
3. Collect our members' health data and triage any needs.
4. Extensively use digital systems to document medical information and coordinate quality member care.
5. Direct members to low cost options for labs, tests, and external providers.
6. Coordinate care with BowTie doctors/providers.
7. Assist our doctors on video visits with Spanish speaking patients.
8. Educate members on health and wellness.
9. Maintain patient confidentiality and data security.
10. Perform other related duties as directed or required.

Education: High school diploma or GED required. MA, STNA, CNA, LPN or equivalent desired.

Experience: 6+ months working in a team and medical environment desired.

Knowledge and expectations: The successful applicant will have these skills and abilities:

1. Self motivation, task and detail oriented.
2. Effective communication with a positive attitude with the care team and patients.
3. As the main patient contact, the ability to project empathy and caring consistently.
4. With some patients being Spanish speaking, fluency required.
5. Basic computer skills.
6. Medical terminology basic knowledge.
7. Effective and efficient problem solving skills.
8. Ability to flexibly respond to changing demands.
9. Ability to efficiently work remotely in a secure and private environment.

Remote/Office: The position is mainly remote, allowing for work from the comfort of your home. This will require minimum computer and communication/internet capabilities in an area/room with privacy and security needs along with a professional video appearance. This includes a stable and secure internet connection, with consistent download/upload speeds at rates to support video conferencing (minimum 5 Mbps both directions). BowTie Medical will supply a work laptop with accessories. For any in-person/onsite time (once a month for now), you will need to provide transportation to the location (Dover, Ohio).

Hours: Our hours are 8am-8pm EST Monday through Friday. Shifts will be within those time frames. Full time status is 32-40 hours per week, salaried or independent contractor to be determined. While full time is desired, part time will be considered.

Benefits: BowTie Medical offers a full array of benefits to full time employees. These benefits include medical, dental, vision, life insurance, long term disability as well as a 401K. PTO is earned on an accrual basis.

Disclaimer: This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.