

Medical Support Coordinator

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Company: V2X Inc

Location: Kuwait

Category: other-general

Overview

This position will be physically located in Kuwait in support of LOGCAP**

Under the supervision of the Patient Administration Supervisor, the Medical Support Coordinator provides the ASG-KU Army Health Clinic (USAHC) with patient registration duties, office administrative maintenance, filing support functions, and medical customer service.

Responsibilities

This position description is subject to change at any time as needed to meet the requirements of the program or company.

Registers eligible patients by obtaining and verifying demographic information through interaction with patients, and then enters this information in clinic's database. Instructs and assists patients in completing necessary documents and appropriate sign in logs.

Schedules appointments with United States Army Health Clinic (USAHC) providers; often requires coordinating directly with physicians, dentists, nurses, physician assistants

(PA), medics and other medical personnel.

Initiates and maintains military personnel medical/dental records in accordance with Army regulation 40-66, the Privacy Act of 1974, and HIPAA.

Assist in training new personnel on these procedures.

Interface with designated USG representatives and other contractor elements to ensure smooth operations and compliance with USG directives, standards, and safety requirements.

Gives daily pre-departure briefing to patients on the local nuances and customs as well as the acceptable manner of conduct or deportment in the local milieu.

Optimizing the customer service experience of all USAHC patients.

Coordinates closely with clinic staff and Patient Administration Supervisor.

Must be willing to work on holidays, short notices, all shifts, overtime and assigned to any Medical location in Kuwait. Vacation scheduling will also be dictated by mission requirements and determined independent from spouse if applicable.

Performs other duties as required and directed by the Health Services Management.

Qualifications

Minimum Qualifications: Education/Certifications: One year of related experience may be substituted for one year of education, if degree is required.

Health Insurance Portability and Accountability Act (HIPAA) certification within 30 days after hire from the online source training:

<https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf>.

Employee must have a High School Diploma or GED. Coursework in medical administration, health-care management preferred.

Work experience may substitute education, on a year for year basis.

Clearance/License:

A valid driver's license and the ability to obtain a U.S. Government Motor Vehicle Operator's License and Kuwait Driver's License are required.

Must be able to obtain and maintain NAC-I.

Must be able to maintain USG Network access & Smart card privilege(s).

Experience:

Applicant requires two (2) years training in medical reception, medical administrative work, or other medical profession.

Candidate must have at least two (2) years of medical work experience.

Must have two (2) years progressive experience, which demonstrates the ability to analyze problems, to identify significant factors, gather pertinent data, and recognize solutions.

Employee should have at least 2 years of customer service experience.

Must be familiar with Privacy Act of 1974 and Health Insurance Portability and Accountability Act (HIPAA)

Skills:

Employee must be able to work effectively with all levels of employees, including top, middle and supervisory levels of management.

They must be able to work independently.

Position requires basic planning, organizing, and problem solving skills.

Require excellent oral and written communication skills in English.

Requires analytical skills, including the ability to extract, compile and analyze data.

They must be knowledgeable in MS Office software application such as Word, Excel and Power Point.

Applicant must be able to handle company information with confidentiality and discretion.

Applicant must have excellent oral and written communication skills in English.

Working Conditions:

Must be capable of working in an extreme weather conditions with temperatures exceeding 120 degrees Fahrenheit.

Indoor and/or outdoor environment with very adverse and harsh conditions (i.e., hot, dry, dusty, desert environment with average temperatures of 30 degrees in the winter and 130 degrees in the summer months).

Includes some industrial production environment conditions as well.

Physical Requirements:

Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Work may require heavy lifting, stooping, climbing, prolonged standing, prolonged sitting, and working with or in areas where a potential could exist for exposure to physical, chemical, or biological agents.

Employee use of personal protective equipment (PPE) is required for some situations. PPE includes, but is not limited to, head, foot, torso, respiratory, vision, and hearing protective devices.

Must comply with all Fire and Safety Regulations and post policies.

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EOE/Minority/Female/Disabled/Veteran.

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