

Medical Support Coordinator Senior

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Company: Vectrus

Location: Kuwait

Category: other-general

Overview

*****This position is physically located in Kuwait in support of LOGCAP*****

Under the direction of the Senior Health Services Manager, the Senior Medical Support Coordinator provides direct supervision of assigned personnel and support activities for the ASG-KU Army Health Clinic (USAHC) with patient registration duties, office administrative maintenance, filing support functions, medical/dental customer service, coordinate services for the delivery of medical diagnostic, optical services for military personnel and transportation of patients in host-nation facilities.

Responsibilities

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

Supervise the operational performance of the medical/dental records maintenance and provide support to the ASG-KU Health Clinics, and Medical Logistics.

Oversees the initiation preparation, and maintenance of military personnel medical and dental records in accordance with Army regulation. Maintain strict accountability of all Medical and Dental records.

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.

Optimizing the customer service experience of all USAHC patients.

Coordinates closely with clinic staff and Sr. Medical Services Manager

Monitors Referral Management operations, prepares costing reports, and coordinates with the Clinic Officer in Charge (OIC) when necessary.

Reviews work in progress and assure accurate results and to assess quality and quantity produced by employees.

Ensures functional area specific training designed to improve operational capabilities, employee performance and job competency are complete.

Interfaces with designated Government Representatives and other contractor elements to assure smooth operations and compliance with government directives, standards and needs.

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 assigned by the Senior Health Services Manager.

Qualifications

Education/Certifications: One-year related experience may be substituted for one year of education if degree is required. Applicant should have knowledge of legal requirements for medical/dental records. They must have working knowledge of US Army Health Care Facilities and Operations to include computerized data entry and information processing systems used by the facility (TMDS, HALO, CDA, . Applicant must have an Associate's Degree or Higher. Coursework in medical coding and billing, transcription and computer applications, medical ethics, business communication and general office skills, 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 . 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: Must have experience in health care facilities and operations to include computerized data entry and information processing systems used by the facility (TMDS, HALO, CDA, . Applicant must have minimum three (3) years of experience in the following: customer-service, Health Care Operation, and Document preparation. Applicant must have knowledge of Army medical operations and knowledge of medical / dental records management. Understands and complies with maintaining medical / dental records and patient information confidentiality in accordance with privacy rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Should have one (1) year supervisory experience which demonstrates the ability to analyze problems, to identify significant factors, gather pertinent data, and recognize solutions. Should be familiar with Department of Defense health regulations and guidelines.

Skills: Applicant must be able to work effectively with all levels of employees, including top, middle, and supervisory levels of management. Applicant must be able to work independently. Applicant 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. Applicant must be knowledgeable in MS Office software application such as Word, Excel, and Access.

WORKING ENVIRONMENT: Work is generally office environment. However, duties will involve the conduct of work in the outdoors with a potential exposure to extreme climatic

conditions including frequent dust storms, and high temperatures – up to 130 degrees in the summer months. Potential exposure to chemical or biological agents could exist. Employee use of Personal Protective Equipment (PPE) in certain areas is required. Such PPE includes but is not limited to head, foot, hand, torso, respiratory, vision and hearing protective devices. Must comply with all Fire, Safety, and post policies. Normal work week is 48 hours but must be able to work overtime or nights as required; to include holidays.

PHYSICAL ACTIVITIES:Work may require heavy lifting (up to 65 pounds), 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.

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