



Job Vacancies From **TenaFirst Plus**
Online Doctors Consultation Platform
(Telemedicine Platform)

Introduction

TenaFirst Plus is an Online Doctor Consultation and Telemedicine Platform as a Medical Second Opinion platform where patients can get medical advice from doctors via TenaFirst Plus Platform. Our virtual online medical help service provides the ultimate convenience and premier health care virtually. We are proud to be in the Telemedicine industry.

TenaFirst Plus Company would like to invite all interested and fully Licensed candidates to apply for the positions specified below.

Job title: Medical receptionist for Call Centre representative

Position summary:

The Medical Receptionist/Call Center Representative position is responsible for scheduling and interacting with patients via telephone and performs a range of duties which includes gathering required information in preparation for appointment booking and assistance.

Essential functions - principal duties and responsibilities:

- Welcomes all patients and visitors by greeting patients and visitors in person or on the telephone.
- Handles all incoming telephone calls from patients, makes appointments, and answers general questions and inquiries.
- Uses computer systems to refer to existing patient information or set up new patients in the scheduling tool.
- Provides the patient with available timeslots not allowing patients to give times they are available to ensure full use of the physician timeslots.
- Maintains registration flow by efficiently moving patients through the process and readying them for clinical staff using Centricity and MEDFLOW systems
- Communicates all add-ons, delays, cancellations, and “no-shows” to Clinical Coordinator.
- Interacts with patients by answering questions, providing information, and keeping the Reception area in order. Provides support to patients in distress by responding to emergencies.
- Responsible for inputting very detailed information on the patient using a variety of computer screens
- After completion of the call and input of the patient information, the representative checks records verifying the details entered and adds any additional notes that may be necessary.

- Explains all current fees and patient financial responsibility and informs patients of payment required for existing balances due at or before next appointment.

Qualifications:

- Educational Degree or Certificate
- Working License
- Experience Letter
- Kebele ID / Passport / Driving :License
- Bank Account
- 0 years .
- Strong communication skills and work ethics.

Required No: 10

Education: Medical doctor/General Practitioner with (#0_year) Experience.

How to Apply

Please bring your all necessary documents in person (1 Copy) and Original

Terms of Employment : Part Time / (Night shift may be available)

Work Place : HayaHulet, near to Addis Hiwot Hospital Enat Bank Building 310 office Number, call via 0116353516 Addis Ababa, Ethiopia

Deadline: February 16, 2024

Salary : As Per Company Scale,

Google Map - Office Location

https://www.google.com/maps/place/Maria+Rubatto+Catholic+School/@9.0111569,38.7820031,17z/data=!3m1!4b1!4m6!3m5!1s0x164b850c8456c615:0x97eefa2a54fe44b2!8m2!3d9.0111516!4d38.784578!16s%2Fg%2F11d_v9md4r?entry=ttu