OSANA

Health Assistant – Full-time

An unique and exciting opportunity exists for the right person to join a multi-disciplinary team of health professions as a Health Assistant, delivering a new and innovative model of chronic disease management in a primary healthcare setting. This role would suit those with reception experience, exceptional customer service skills, health coach qualification or someone with an interest in the changing face of primary health care.

Osana is a patient centric model of healthcare based on proactive wellness. Patients are encouraged and supported by a team of clinicians and health professionals to engage in health-related seminars, community activities, patient groups, health coaching and coordination..

As a Health Assistant, you will be working within a small team which includes a GP, Allied health professionals and Care Managers/Registered Nurses and will provide support to patients with enrolment; organising and coordinating patient appointments; accepting and receipting Medicare and Private payments; ensuring all preventative care is actioned, which includes ensuring patients have access to care at Osana and its partners, either by face-to-face and/or telehealth consultations, home and aged care facility visits; and providing appointment transport for our patients by Osana vehicles; prepare agenda's and cases for team huddles, organise actions from daily and weekly meetings to improve patient outcomes

Skills and Experience:

- Prior experience in medical receptionist role – preferable but not essential
- Highly organised and efficient with a strong commitment and demonstrated customer service skills
- Excellent interpersonal skills, effective written and verbal communications
- Proficiency with medical software eg: Best Practice or other electronic management system
- Ability to work autonomously, possess a mobile telephone and laptop
- IT proficient in Microsoft Office, shared folders and online/mobile Apps
- Can-do attitude and ability to own and solve problems
- Be flexible and accommodating when required
- Current CPR Certificate -preferable
- Full Class C Drivers Licence
- Current Working with Children Check and National Criminal Check

We offer:

- Generous Salary packaging
- Practice hours between 8am – 6pm weekdays with occasional evening or Saturday
- Sydney based
- Training and professional development opportunities included

Why choose this role:

- Help make a real difference to patients with chronic health conditions
- Unique opportunity to help build an exciting new start-up that will fundamentally change how healthcare services are provided in Australia, and how they are accessed by patients
- Be part of a dynamic team that will embrace digital tools, data analytics, behavioural economics to transform service delivery in health care.

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