



O S A N A

Health Concierge

In this role, the Health Concierge works collaboratively within the clinical team, engaging with patients and motivating them towards health improvement goals, enrolling patients into Osana clinics, and supporting patient access to health services

Accountabilities

- 1) Member experience
- 2) Retention
- 3) Activation
- 4) Adoption of the app

Specific responsibilities in this role include:

- Responding to day to day member requests through app, email, phone
- Responding to day to day requests from GPs
- Engaging members in Osana services to activate their health
- Responding to member feedback
- Facilitation of activities to drive activation (e.g. programs/ SMAs)
- Taking private payments and processing medicare billings for GPs, allied health and external providers
- Following up on overdue membership renewals/ failed payments
- Writing monthly newsletter (one HA)
- Other administrative activities - document handling, sending/ chasing referrals, scanning/ faxing, opening & closing clinic

Key Performance Indicators:

A Key Performance Indicator (KPI) is a type of performance measurement used to monitor the success of targets in set categories, which in turn calculates the performance and success of the activities and the business. In consultation with management, the KPI's for the position will focus on the following;

- Member Net Promoter Score (NPS)
- Patient Activation Measure (PAM)
- Member Retention
- Any other KPI's will be by agreement with the CEO

Required skills

- Highly organised and efficient with a strong commitment and work ethic
- Demonstrated customer service skills
- Excellent interpersonal skills, effective written and verbal communications
- Proficient in using laptops, shared folders and online/mobile Apps
- Can-do attitude and ability to own and solve problems

Desirable skills



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- Medical receptionist and Medicare billing experience
- Proficiency with medical software
- Analytical skills e.g. using Excel
- Current CPR certificate