

JOB DESCRIPTION

Job Title	: Coordinating Doctor
Location	: Tokyo, Japan
Legal Entity	: International SOS Japan
Reports Functionally To	: Medical Director, Japan
Reports Administratively To	: Regional Managing Director, Japan & Korea
Works Closely with	: Regional Medical Director Medical Director Customer Service Executives Operations Managers
Direct Reports	:

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

The Coordinating Doctor provides clinical leadership and medical support to the 24 hour Assistance Centre combined with the running of medical evacuations and transport of patients.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

- Demonstrate an understanding of the differences in the scope of services we provide for each client and confidently deal with each case type appropriately.
- Provide professional telephone medical consultations to patients and monitor the appropriateness of the medical treatment.
- Obtain medical reports verbally from treating Doctors to ascertain the suitability of patient's treatment and/or to coordinate the patient's needs for transport.
- Obtain medical reports from patient's Doctor or local specialists to aid treatment and to assess any pre-existing issues.
- Monitor the medical aspects of evacuations and repatriations, including assessing the necessity of an evacuation and the means by which it should take place.
- Liaise with medical departments of various commercial airlines for passenger clearance. Complete medical information forms with accuracy and within required timeframes.
- Maintain open communication lines with other medical and operational team members and other International SOS Assistance centre employees to ensure cases are effectively managed.
- Professionally document all patient case notes and details in the case management system.
- Create and update all medical actions on cases to reflect the appropriate plan of action and ensure that it is reflected in the transmission synopsis for hand over to the next shift.
- Ensure all tasks are fully up to date and completed within any given shift to reduce turnaround of all services.
- Knowledge and adherence to International SOS internal policies and procedures, as well as policies and procedures outlined by our clients.
- Ensure that patient's information is stored appropriately in related systems and follows the internal procedures on privacy. Patient information is not shared with other departments or externally.
- Communication with clients and other Assistance centres through emails or confirmations is professional and meets business standards.
- Work as part of a regional and on call medical roster including shift work.
- Achieve relevant objectives/KPI's as outlined by direct Manager.

MEDICAL ASSISTANCE SERVICES

- Receive and assess medical assistance related calls received from Intl.SOS clients.
- Collect logistical, medical and collateral information pertaining to the medical event/incident.

- Facilitate and direct the provision of assistance solutions through accredited medical and technical providers at the patient location.
- This includes obtaining medical reports, organising referrals, monitoring the patient's conditions, advising on appropriate means of medical transportation, and monitoring the progress of such.
- Direct the frequency /intensity of contacts with treating Doctors, Clients, patients and their family members as appropriate.
- Professionally communicate verbally and/or in writing relevant medical and logistical information in accordance with the client requirements.
- Ensure that there is an appropriate medical handover of cases at the beginning/ end of each shift.
- Oversee the planning and progress of operational issues relating to medical case management.
- Maintain high standards of detailed and accurate documentation including the consistent updating of case files, and undertake responsibility for medical information released from the Assistance centre.
- Undertake public relations calls as required to ensure good communication with all parties and to promote clear understanding with patients, families, clients etc
- Partake in the further development and enhancement of Intl.SOS medical and logistic capabilities - conduct intermittent site surveys (review of medical facilities) to add to the Intl.SOS network of medical providers as appropriate.

MEDICAL TRANSPORTATION

- Consistently maintain the Intl.SOS Medical Transportation Standards (MTS) in expediting all medical transportations.
- Assessment of the medical and logistical aspects of evacuations and repatriation, including the assessment of the necessity of an evacuation and the means by which it should take place. i.e. air-ambulance / commercial carrier / seated / stretcher / escort type / medical equipment etc.
- Liaise with medical departments of various airlines for passenger medical clearance as indicated.
- Determine most appropriate Medical escort personnel for the specific case as appropriate.
- Assist in the maintenance, upgrade and control the emergency mobile medical equipment available in the Assistance centre as appropriate.

GLOBAL ASSISTANCE NETWORK (GAN) AND REFERRALS

- Assist with organising medical referrals such that patients are referred to appropriate levels of care and the appropriate medical provider is selected
- Collation of new information on medical providers and facilities encountered and transfer of this information to the Global Assistance Network (GAN) department with medical comment for further investigation.
- Assist in the review and implementation of Emergency Procedures (EP) for Intl.SOS' client locations in the region.

CASE ESCALATION

- Escalation as per Intl.SOS protocol to the Medical Directorship of the Assistance centre, Regional Medical Directorship and Corporate Assistance Department (CAD).

PROMOTION OF INTL.SOS SERVICES

- Participate, under the direction of the Medical Director and General Manager and in consultation with the Marketing Manager, in appropriate business development activities to enhance the development of Intl.SOS activities.
- Assist in explaining Intl.SOS' medical services to prospective and existing clients as requested.

Additional Responsibilities

- Perform international medical repatriations when required.

- Occasionally assist with locums in our medical clinics worldwide.
- Assist with the training of new Operations Coordinators and/or Coordinating Doctors during the induction program when required.
- To work within and promote all International SOS's policies, procedures and corporate values.
- To be aware of International SOS' OH&S policies, practices and procedures and actively participate in the ongoing development and enhancement of these important areas of our business.
- Undertaking project work or reasonable duties as requested by the direct Manager.

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Work effectively with non-medical staff and clients
- Integrate medical information and produce recommendations to clients
- Present medical information to non-medical staff and clients
- Effectively balance medical needs with commercial considerations
- Professional written and verbal communication skills
- Customer/client focused
- Empathetic manner
- Confident clinical decision making skills
- Time management
- Team player
- Cultural awareness
- Computer literate

Required Competencies *(Critical behaviors necessary to successfully perform the job)*

- **Customer Orientation:** Is focused on identifying and meeting customer needs. Acts to establish a successful long-term business partnership with internal and external customers.
- **Cross Border Thinking:** Thinks and acts across boundaries (e.g. between processes, units, divisions, countries). Respects different cultural values. Helps the integration of our group through proactive information sharing.
- **Persuading & Influencing:** Makes a strong personal impression on others; Gains clear agreement and commitment from others by persuading, convincing and negotiating; Promotes ideas on behalf of self or others; Makes effective use of political processes to influence and persuade others.
- **Planning & Organizing:** Sets clear and realistic goals and objectives. Establishes a course of action and a sequence of steps to ensure that activities and objectives are efficiently achieved. Is structured with good personal organization. Schedules time effectively and use's efficient work methods and tools.
- **Results Orientation:** Continually seeks to accomplish critical tasks with measurable results. Overcomes obstacles and makes adjustments to achieve results. Focuses self and others to achieve targets aligned with business goals.
- **Teamwork:** Works cooperatively with others to achieve target and objectives. Accomplishes own tasks in support of team goals and actively offers to help colleagues. Supports group decisions.
- **Accountability:** Acts responsibly. Can be counted on to keep commitments. Complies with the intent of policies, procedures and agreements. Builds others' trust in own professionalism, integrity, expertise and ability to get results
- **Communication:** Provides both verbal and written information in a timely, clear and concise manner. Expresses ideas effectively, adjusting style, tools and mode to the needs of others. Listens attentively, and summarizes or asks questions, when needed, to clarify information.

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Medical Doctor with 6 years plus post graduation experience
- Experience gained within accident & emergency and general practice
- Varied international medical and/or health care system experience
- Experience in assistance, aviation, remote area medicine

Required Qualifications (Brief description of the educational background needed to perform the job)

- Full registration to practice medicine in country of origin

Required Languages (Brief description of the language skills needed to perform the job)

- Proficient with oral and written communication (English and Japanese)

Travel / Rotation Requirements (Brief description of any travel or rotation requirements)

- Occasional travel to other Intl.SOS Alarm centres and clinics for training purposes.

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.