

JOB DESCRIPTION

Job Title	: Medical Records Collection Executive
Location	: Japan
Legal Entity	: International SOS Japan Ltd.
Reports Functionally To	: Oceana Regional Lead & MRC Delivery Manager PAC
Reports Administratively To	: Operations and Regional Client Relationship Director, Pacific TOP
Supervisory Interface	: MRC Team Leader PAC
Works Closely with	: Near Patient Nurses Provider Network Managers
Direct Reports	: None

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

- Responsible for the efficient processing of TRICARE beneficiary medical records within their AORs, working in co-ordination with the Provider Partnership Managers and in country teams to facilitate the timely submission of medical records.
- Processing received medical documentation, assessing accuracy of documentation and assessing need for translation of documentation in a timely manner.

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

- Processing medical information received via fax, email, mail or other online portals to ensure medical documentation aligns to the correct beneficiary and where applicable is processed for translation.
- Responsible for the operational adherence to all data protection standards from client, International SOS and all applicable national or supra-national legislations.
- Liaising with health care providers to facilitate the timely release of medical information following inpatient and outpatient treatment.
- Ensuring service standards are maintained to meet KPIs and internal International SOS standards
- Generating reports for outstanding medical records and following the procedure for each medical provider to request any outstanding records as appropriate. Where applicable or support is required escalating any delays to the appropriate in country support staff.
- Providing consent forms as applicable for the release of medical information

C. Job Profile

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

- Hospital and Professional Provider Administration processes and systems
- Basic knowledge of national data protection legislation and processes
- Basic knowledge of Health Information management principles.

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

- Professional approach and excellent inter-personal skills
- Compliance mindset
- Able to work to tight timelines
- Copes with pressurized environment
- Ability to work in a fast paced environment and meet deadlines

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

- Experience in administrative roles and processing of sensitive materials

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

- Qualification by experience in Administrative functions or through higher education.

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

- Host nation language
- Strong English language skills
- Second language preferred

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

Hybrid working (3 days in the office and 2 days work from home) role

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.

Name & Signature of Employee

Date

Reporting Manager
International SOS Japan Ltd.

Date

Version: V1.0