

## Medical Facilitator

### Active Care Management (ACM)

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ACM works with some of Canadian's largest insurers and prestigious brands and we are looking to complement our dedicated, goal-oriented team. We are seeking driven, career-minded individuals to fill several positions within our growing company. We offer a competitive salary and potential for growth. At ACM, *"It's About People"* and we invest in you by providing full training and opportunities for advancement.

Email us your cover letter and resume in either Microsoft Word or PDF format to [hr@active-care.ca](mailto:hr@active-care.ca). Please quote the job title in the subject line.

#### **Medical Facilitator**

Our job is to help. Your job is to put the wheels in motion. You are a healthcare pro and a problem solver. You will work with local medical providers to support an insured traveller facing an emergency situation anywhere in the world. Your challenges include recommending medical care and identifying solutions to ensure clients are treated at the right time, in the right place and with the right care. Active Care Management, a division of Cypher Systems Group, is a global leader in travel medical assistance.

#### **What you'll do:**

- Communicate with healthcare providers worldwide to obtain the clinical status of an insured's medical condition.
- Analyze clinical information and communicate the impact on eligibility for coverage to internal and external stakeholders.
- Assess the appropriateness of proposed medical treatment with the support of ACM's Medical Directors.
- Educate healthcare providers on the role of travel insurance and medical benefits available to the insured.
- Liaise with the treating medical officer for approvals of medical procedures and stability.
- Initiate and coordinate medical patient transfer in collaboration with ACM Case Managers to promote client safety and contain costs.
- Review, summarize and analyze client medical records.
- Provide professional mentorship of the Case Management Team.
- Use case management software to accurately and concisely document all call details and actions taken or required.



**Your skills and training:**

- University degree/college diploma in nursing or equivalent medical training
- At least two years of clinical experience in a hospital/community setting
- Knowledge of medical diagnosis and appropriate treatments
- Excellent written and verbal communication skills with proven ability to communicate medical terms/concepts to diverse groups, including medical professionals and the general public
- Able to work independently or as part of a team
- Strong computer skills (Windows, Excel, data entry)
- Good understanding of world geography and current events
- Able to handle fluctuating work volumes in a fast-paced, customer-focused environment
- Able to work various shifts and days of the week as required
- Fluency in French and/or Spanish is an asset
- Candidates who have an RN designation must have a current licence in good standing with the College of Nurses of Ontario.

**Note:** Only applicants selected for an interview will be contacted.

If you require assistance or accommodation during our recruitment process, please notify Human Resources so that we can review and consider how we may be able to assist you based on your individual needs.



CSG is a leading strategic oversight company responsible for an exciting and divergent group of companies. We are involved in a variety of industries including property casualty insurance, global medical assistance, claims and adjudication, software application development and service, as well as sports and real estate development.

