

**Registered Nurse/Nurse Ally
Consumer Medical
Pembroke, MA**

REMOTE BASED – Second Shift, 11:00 a.m. to 8:30 p.m. ET

ConsumerMedical (www.consumermedical.com) is a leading healthcare decision support and concierge company serving over 2 million individuals through some of the nation's largest employers, health plans and private exchanges. As a Medical Ally, ConsumerMedical guides participants throughout their healthcare journey with compassionate, high-touch support and deep clinical expertise.

ConsumerMedical offers a fully integrated suite of solutions including Medical Decision Support, Expert Medical Opinions, Claims Advocacy and more, helping individuals and families navigate the healthcare system while reducing unnecessary elective surgeries and driving patients to the highest quality providers. The result is better care for patients, more empowered healthcare decisions for employees and their families, and a better bottom line for business. The company is headquartered outside Boston in Pembroke, MA.

We offer an opportunity to contribute immediately, have a voice that's recognized, and make decisions that have impact while building a career with a fast-growing organization.

We are currently hiring a full time **Registered Nurse ("Nurse Ally")**, to join our growing team. **This position is a remote-based, 2nd shift position** working 11:00 a.m. to 8:30 p.m. ET.

Desired Skills and Experience

- Registered Nurse with an Associate degree and equivalent experience, BSN preferred
- RN license in good standing
- Experience in a clinical setting providing direct support to patients and their families from diagnosis through treatment
- Experience communicating medical information to a non-medical audience
- Proficient computer and internet navigation skills
- Dedicated to providing high quality, professional, customer service
- Proficient computer and internet navigation skills
- Experience working with a variety of digital/internet media and interest in exploring new information technology
- Excellent written and verbal communication skills
- Enthusiastic, must enjoy working independently and in a team environment
- Must be comfortable with a fast paced, evolving operation
- Must be able to multitask while providing excellent customer service to our participants

Job Responsibilities

- Engages caller and builds rapport
- Assesses and identifies opportunities to support the patient along their health care journey via a conversational approach
- Provides immediate assistance to symptomatic callers and referral if necessary
- Educates caller regarding CM services that are available to them
- Provides health information to the caller based on their health literacy and specific areas of interest
- Communicates patient preferences to a physician led team in order to provide the patient with pertinent health information.
- Coordinates development of custom educational content with physician led team
- Assists in web registration and navigation
- Manages assigned workload, including ongoing client follow-up and customization of report materials with ease
- Maintains knowledge of all educational materials, CM web tools, and other corporate employers benefit programs, in order to provide current informational and navigational support to assigned clients
- Conducts feedback surveys with clients to evaluate satisfaction, utilization of services provided and impact of CM services
- Assist with developing and maintaining policies and procedures
- Participates in physician conference calls with patients and their families, including in some cases, scheduled calls outside of usual shift
- Maintains timely accurate entry of all case notes and client interactions in database
- Complies with all government mandated HIPAA Privacy Standards
- Participates in quality improvement activities

Please submit resume and cover letter for consideration.

Disclaimers:

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

ConsumerMedical is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will ConsumerMedical discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.