

Case Manager

MORE Health is a hi-tech company based in Silicon Valley. The purpose of our service is to make the best physicians available to everyone, wherever they are. Today, MORE Health brings Co-Diagnoses and Independent Second Opinions from the top U.S. Physician Specialists to people around the world rapidly and securely. For more information about the company, please visit www.morehealthmd.com

Our Case Management Department is now recruiting two full-time case managers for patient case processing and related work at New York office, Boston office and Foster City office. The responsibilities include translation and proofreading of medical records (Chinese/English), translation of US/Chinese medical experts' comments/diagnoses/discussions, and writing about current medical progress on science and technology. There's a three-month period of probation for new recruits. Please email the cover letter and your CV to selina.fan@morehealth.com.

Position Requirements:

- Ph.D.'s degree in biology, medicine, or a related field.
- Excellent oral and written communication skills in both English and Mandarin.
- Ability to be flexible with assigned hours and shifts.
- Ability to sit for long periods of time.
- Enter data into a computer database.
- Proficiency in Word and Excel.
- Knowledge in accessing and using the internet.

Responsibilities:

- Serve as a member of the case management team.
- Process patients' cases. Assist patients and service providers in problem solving when necessary.
- Write articles about current medical progress.
- Translate and proofread medical records and medical communications in English and Chinese.
- Communicate with business partners to actively support new business and business retention.
- Establish and maintain professional boundaries with staff and clients at all time.
- Other duties as assigned.

Additional Qualifications:

- Prefer research or study experience on Cell Signaling Pathways.
- Prefer research or study experience on Drug Development/biomedicine field
- Prefer experience working in a hospital.
- Detail oriented.
- Enthusiastic about helping patients around the world and improving medical communication.

Work Environment:

- Regular attendance required.
- Extensive computer and telephone work in an office environment.
- Some travel may be required.

Key Account Manager - Boston

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大客户经理：主要分为医学和生活服务两个方面，能够为赴美就医、体检、疗养的客户提供优质的服务。公司待遇优厚，有绩效奖励，可办理H1B身份。

• 职位要求：

- 能为患者及家属提供贴心周到的服务，有爱心，有责任心
- 大学或以上学历
- 能为患者及家属提供在医院和生活中遇到的交流翻译
- 对波士顿Longwood地区，MGH地区环境熟悉者优先，有医学背景或医学翻译背景者优先

• 职位指责：

- 生活方面，负责接待患者及家属，帮助他们熟悉医学中心及波士顿周边生活环境，陪同患者及家属看病、采购等
- 医学方面，负责提醒病人面诊时间，接送并陪同患者就医、检查、治疗等。
- 做好患者及家属与医护人员之间的沟通工作，指导病人及家属相关注意事项。