

## Medical Appointments Administrator

**Cognate Health Ltd.** is a premier nationwide provider of Occupational Health and Wellness Solutions. Our Network extends throughout Ireland, and we provide Occupational Health Services to clients across a broad range of sectors.

We are currently recruiting for full time role as a Medical Appointments Administrator to be part of our busy central appointments team.

### Main job duties:

- Provide administrative support to the national network of OH Physicians in terms of appointments and reports
- Responsible for appointments set up and follow up as needed for all network OH clinics
- Compile reports within agreed turnaround time for each clinic for Cognate Health Ltd. network activity and follow up on reports as necessary
- Typing of medical letters/reports and checking the quality of the reports before they go the OH Physicians
- Checking wording format and content of reports and ensuring consistency with same
- Check and respond to all e-mails within agreed timeframe
- Provide administrative support to Cognate Health Ltd's clinical staff
- Manage reception area when necessary
- Answer phone calls and close out queries/questions/actions as efficiently and effectively as possible

### Skills and Qualifications:

- At least 3 years in a Medical Administration role
- Touch/Dictaphone typing skills are essential combined with IT skills
- A high level of expertise in MS office (Word, Excel and Outlook) is required for this role
- Good attention to detail and able to work in a busy environment
- Knowledge of medical terminology to accurately type out medical reports and other documents
- Applicants must have excellent communication skills along with a strong command of the English language, grammar, and punctuation
- Highly organised with an ability to multitask and prioritise tasks
- Ability to identify and solve problems in a timely manner, gathering and analysing information skilfully, developing alternate solutions
- Conducts self with professionalism and in a tactful manner, treating others with respect and consideration
- A team player willing to support colleagues to ensure the highest standards of customer service delivery