

Clinical Coordinator

Lifetrack Medical Systems is a healthtech company that has developed and deployed scalable, distributed medical imaging software designed for affordable access around the world. Lifetrack works with large healthcare chains, public health systems, and radiology group practices to scale their radiology operations seamlessly without the pain or cost of legacy medical imaging software.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting with medical imaging in emerging markets, where the needs are greatest, and the resources are scarcest. Our radiology platform is now being used in healthcare in Southeast Asia, South Asia, Africa, the United Kingdom, and the United States for hundreds of thousands of patients annually. We are trusted and backed by the Asia Impact Investment Fund of UOB and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines' Ayala Group.

Core Responsibilities

The Clinical Coordinator, reporting directly to the company's Teleradiology Services Lead, shall be responsible for the day-to-day coordination of the Teleradiology Services with its client and acts to support and ensure service delivery. This includes roles such as:

1. Clinical Coordination

- Liaises with medical, nursing, and radiology staff at hospitals and imaging centers for any clarifications on the study, lacking clinical info, prior studies, or images.
- Coordinates results that need immediate medical attention with the attending physician, radiation technologist, or nurse of the client.
- Coordinates with the site radiation technician if there are issues with the quality of the study images sent.
- Assign Cases to designated groups of pre-readers.
- Monitor incoming and assigned cases to designated pre-readers.
- Perform spinalizer measurement on Cases in accordance with client requirements.
- Regularly interact with end-users and perform ongoing assessments of whether technology is meeting the needs of the department, ensuring it enhances the workflow and not impede it.

2. Technical Support

- Participates in the development, implementation, testing, and maintenance of the Radiology Information System (RIS) and Picture Archiving Communication Systems (PACS)
- Provides direct support to end-users (nurses, doctors, radiation technicians, IT, and other members of the healthcare team), working within the established support framework that includes informatics and IT input
- Liaises with the Informatics and Information Technology team to develop resolutions to issues in response to user requests and concerns.

3. Training and Orientation

- Assists in onboarding new Consultant Radiologists and Pre-readers.

- Provides protocol orientation to radiation technologists, according to global standards used by Lifetrack.
4. **Administrative and Database Management**
 - Updates Local Radiologists Schedule
 - Updates Case Census for both local and US clients
 - Prepares Local radiologists' Work units
 - Perform other duties/functions that the Management may assign from time to time.
 - Maintains monitoring of Google dashboards and radiology files on a daily, weekly, and monthly basis.
 - Monitors radiologists' performance in terms of case allocation, errors, and working hours rendered.
 - Executes the role of a team captain in case assignment and proper distribution of cases in relation to radiologists' specialties
 5. **Support the company by performing other tasks as assigned by the Supervisor.**

Critical Requirements

Professional qualifications and skills:

- A graduate of allied medical courses (Nursing, Radiology Technology, Physical Therapy)
- At least three (3) years of experience in clinical, business operations, and/or administrative functions

Critical Qualities

Mental Agility. A suitable candidate has the ability to understand the role and translate it into day-to-day actions; s/he can solve issues and/or problems systematically; and who has the confidence to handle difficult situations.

People-person. You should have the ability to handle interactions with both clients and colleagues in a manner that gets the job done.

Critical thinker. As an integral part of the team, you should think clearly and rationally, and make logical connections between ideas to create a wise decision.

Persistent. It is a necessary component of the role to ensure that you are able to carry out the requirements demanded of the role.

Operating Principles

Purpose-driven. We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world.

Do it right, from the start. We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our LifeSys™ platform, built from the ground up, reflects this.

Radical transparency. We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

Crush the bottlenecks. We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

Going the extra mile. We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.