

Service Description

About Us:

Teladoc Health is the global virtual care leader, offering the only comprehensive virtual care solution spanning telehealth, expert medical, and licensed platform services. Teladoc Health serves the world's leading insurers, employers, and health systems and helps millions of people around the world resolve their healthcare needs with confidence.

Position Summary

This is a rare opportunity to collaborate with a leading global health organisation that provides a unique service to some of Australia's largest Insurers and employers. We are looking for Pain Management Experts (Medical Director) to work with us on a new service solution called Treatment Decision Support.

This will be a part time role, where we would be looking to engage you on a case by case basis with flexible hours to work around your current commitments.

The Best Doctors Treatment Decision Support service is designed to help patients achieve the best possible outcome in the treatment of spine, hip, knee and shoulder conditions. It will provide patients with access to local (this role) and leading international orthopaedic experts to verify or modify a diagnosis and assess whether surgery is the appropriate treatment versus conservative treatment options. This will challenge the common belief that surgical intervention always leads to a better quality of life by providing patients with the information and advice necessary to make an informed choice on their treatment pathway.

When a case is opened, the Medical Director will be the first point of contact, completing a detailed in take assessment to understand how we can best assist the patient. There will be two pathways options and it is the Medical Director's role to determine which pathway will be the most appropriate. Pathway one will be for the less complex cases and will require the Medical Director to provide advice and guidance to patient on treatment options (written and verbal).

Pathway two will be for the more complex cases and it will involve us engaging with a leading global expert in that particular condition to provide an in-depth second opinion, which will be supported by the Medical Director.

Payment is on a case-by-case basis, with the expected case load to be 2-3 cases per week initially.

It is expected that each case will take approximately 4 hours of your time.

The pay rate for this work will be \$200 per hour.

Service description:

Providing guidance to patients via clinical intake and case review analysis

Ensure a superior level of clinical care and flawless customer service as the patient is guided through the intake call, obtaining medical history and completing a pain assessment. The Medical Director is required to determine what medical records are relevant to collect during the call, to then pass instruction on to a case coordinator to coordinate the collection of required medical records.

Provide expertise on the best treatment pathway for patients

Upon reviewing a case, provide insightful expertise on the appropriate treatment options for the specific patient condition via written report and delivering your findings via phone call. You will need to have an excellent level of communication to be able to provide support and guidance to patients over the phone when providing your recommendations and addressing their questions.

Creating clinical summaries for global Best Doctors Expert

In cases where it is warranted, the Medical Director will complete a written clinical summary covering the detailed clinical intake call, pertinent historical information, as well as laboratory, radiologic, pathologic and other information relevant to the case. It is also the responsibility of the Medical Director to determine what the global expert should address. These summaries are then reviewed by the Best Doctors Experts who provide the Expert Reports.

Upon Completion of the report, MDs will review all Expert Reports to ensure that;

- all questions are answered
- a clear clinical pathway is provided
- The report is written in plain English and is culturally sensitive

Education and Skills Requirements:

- MBBS
- Active registration to practice medicine and in good standing with AHPRA
- Remains in active clinical practice
- Expertise in pain management or experienced rehabilitation specialist (FFPMANZCA)
- Minimum 5 years post-graduate clinical practice experience
- Demonstrated knowledge of relevant policies and legislation
- Strong technology proficiency with software programs including Word, Excel, Outlook, CRM, video conferencing
- Excellent interpersonal and social skills
- Ability to quickly build trust with patients
- Excellent written skills
- Passion for clinical excellence and driving great patient outcomes

Please see <https://bestdoctors.com/australia/> and <https://www.teladoc.com/> for more information on us.

For all expression of interest and applications, please email Alex Charles-Ffrench at acharles-ffrench@bestdoctors.com