



# Infinity Brazil

## **MEDICAL – HOSPITAL SECRETARY**

### **Position Summary:**

Supports Doctors and other medical personnel of administrative and clerical work by performing the following described in this document.

To provide secretarial support to the Senior Doctor, Doctor(s), and Nurses, including the scheduling of daily activities, organizing Crewmember appointments, filing and sending confidential records, copying forms, and maintaining and ordering office supplies, and preparing inter-departmental memos by typing and formatting documents.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

Even though secretaries are not necessarily medical professionals as Doctors or Nurses, they are expected to keep the same standards of ethics in regards to the different patient confidentiality aspects of the Medical Center environment. They are also accountable for the confidential management of medical records and patient information refraining from commenting or discussing any medical cases with anyone outside of the medical team and within the scope of the respective professional pertinence. Medical secretaries are not to participate in any activity that is related the practice of Medicine such as the examination of patients, drug prescription or administration and the performance of any surgical procedures.

The Medical Secretary may provide support in CPR and basic first aid if he/she holds the respective certified training.

## **Qualifications**

- College Degree with an emphasis on medical records or business administration.
- Solid accounting and computer skills (MS Office Programs) and ability to learn computer programs such as AMOS and electronic records.
- Ability to organize and administrate a busy office environment.
- Ability to speak and read English fluently at an intermediate or advanced level.
- Cooperative with flexible personality.
- Marine background is a plus, but not a requirement.

## **Responsibilities (other duties may be assigned)**

- Compile and record medical charts, reports, and correspondence.
- Answer telephone, schedule appointments, and greet and direct patients and visitors.
- Instruct new patients in completion of medical history and information forms.
- Prepare bills to patients.
- Assist medical staff with their administrative duties.
- Prepare LGA Forms (Landed Goods Advice) as required.
- Assist in the preparation of Department budgets.
- Participates on all lifeboat and emergency drills held on board unless excused by the Staff Captain.
- Assist in the monitoring of monthly financial results.
- Train/assist medical staff in computer usage.
- Maintain office filing systems.
- Assist in the preparation of memos, correspondence, E-mail, reports, etc.
- Maintain overall office organization.
- Additional duties as requested.

- Know and follow all SQM policies.
- Scheduling patients for laboratory tests and medical examinations.
- Assisting patients or family members with completion of medical forms.
- Informing patients of costs of care, and guiding them to appropriate resources for further information, guidance or assistance and preparing and printing Guest's billing.
- Assisting in arranging the medical disembarkations of patients.
- Answering telephone calls, screening callers, relaying messages, and greeting Medical Center visitors.
- Maintaining Medical Center calendar, appointments, and meeting rooms.
- Picking up and delivering Medical Center materials as required.
- Opening, sorting and screening Medical Center mail.
- Filing and retrieving Medical Center materials from files.
- Completing request forms for office supplies and equipment as directed.
- Preparing memos and reports as directed.
- Operating computer to access e-mail, electronic calendars and other basic office support software.
- Using automated systems to access, enter and edit patient information.
- Completing necessary Crewmember and Guest logs, including Voyage Medical log and Acute Gastroenteritis log.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
- During a Code Alpha, the Medical Secretary will be expected to help the medical team in all administrative duties that may be needed during such emergencies.

## **Dimensions**

Must master the technical nature of all systems used in the Medical Center, and be familiar with all forms of computer based storage programs and electronic medical record keeping to ensure timely access to records and files.

## **Nature and Scope**

- Becomes familiar with SQM and frequently checks for updates or revisions that may have an impact on the functions for this position.
- Carries out duties and responsibilities with limited supervision. Makes decisions and establishes work priorities on essential procedure-oriented operations.
- Exchanges routine and confidential information in an appropriate manner requiring good oral and written communication skills.
- This person must be able to work in a multi-cultural environment showing tolerance and respect to different cultures, races, ethnic backgrounds, religions, sexual orientations.

Also, must be able to adjust to changes in schedules, assignments and deadlines.

## **Attributes**

- Must demonstrate a positive behavior and an ability to develop a camaraderie with team members
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Ability to live in close quarters, share limited space with other cabin-mates

## **Physical Requirements**

· While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and being able to lift up to 50 pounds.

This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

· All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.

· Work within different temperature changes - indoors to outdoors.

· Able to pass basic safety course.

· This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.