



## **Telehealth Associate Bilingual and English Positions Available**

Working from our Dartmouth Contact Centre, the Telehealth Associate acts as the first point of access to Telecare Services and responds to all incoming calls, manages the call queue within quality standards and specifications for the Telecare Services, supports workforce and quality activities.

**Specific Responsibilities generally include but are not limited to the following:**

### *Service Delivery*

1. Practices within the scope, process and policy frameworks of the program and the role defined for Telehealth Associates.
2. As per call processing policy, transfers incoming calls directly to the Ambulance Dispatch Center or to a Telehealth Nurse.
3. Gathers demographic, other non-clinical information and reason for the call and enters this into the patient's clinical record in a concise, clear and timely manner.
4. Provides information to callers about community resources or other scripted health-related information within prescribed scope of position.
5. Completes satisfaction and other general public surveys of users of the Telecare service or from lists provided by the Department of Health, as requested.
6. Books appointments.
7. Manages the call queue within the decision support software and in accordance with established policy.
8. Completes other administrative support activities as required.
9. Provides service in a manner consistent with privacy policy.

### *Experience and qualifications*

1. Post-secondary education with completion of a related college certification program preferred.
2. Minimum of 1 year of relevant experience, with work experience in a healthcare or customer call center environment considered an asset.
3. Strong computer and telecommunication skills.
4. Advanced knowledge of computer environments and basic computer programs (word processing, data entry, spreadsheets).
5. Advanced ability to establish rapport through telephone contact.
6. Strong communication and interpersonal skills.
7. Ability and willingness to work rotating shifts, 7 days a week.
8. Fluency in English (oral and written) is required and fluency in English and French (oral and written) is preferred.

**To apply, or learn more about our company and our opportunities at  
<http://mckesson.ca/en/careers/current-opportunities>**

**Search the Current Opportunities and Click on "City" to Sort by City.**

**All Telehealth careers are listed as Halifax opportunities.**