



Position Description: Health Information Assistant

Brain Tumor Network, Ponte Vedra Beach, Florida

Full-Time: Monday-Friday 8am-5pm, Hybrid

Organization Overview: Brain Tumor Network (BTN) is a non-profit dedicated to offering comprehensive navigation support to patients and families impacted by primary brain tumors. We are committed to enhancing the quality of life for our community through education, advocacy, and innovative navigation support services.

Position Overview: The Health Information Assistant is a detail-oriented and organized professional responsible for maintaining patient records, managing medical documentation, and supporting day-to-day office operations. This role will ensure the accuracy and confidentiality of patient information, coordinate medical records requests with external institutions, and serve as a first point of contact for callers to the Brain Tumor Network. The Health Information Assistant will report to the Manager of Health Information, and will work closely with navigation staff to uphold BTN's high standards of care and support for the primary brain tumor community.

Key Responsibilities

- Maintain patient records consistent with BTN's navigation model
- Answer Brain Tumor Network's main phone line
- Create patient charts, maintain contents, maintain electronic and paper filing systems in manner consistent with best practices
- Ensure that proper authorizations/releases are executed and kept current
- Complete requests for medical records, send records to medical institutions, and follow up to ensure timely receipt
- Review medical records for completion and accuracy of providers information
- Copy MRI and CT discs for in-house chart and to share with medical institutions; maintain electronic and physical copies
- Maintain strict confidentiality of all patient information
- Clerical duties such as photocopying, filing and sorting documents
- Coordinate responsibilities with other staff as needed
- Serve as back up to both the Sontag Foundation Administrative Assistant & Brain Tumor Network Administrative Assistant
- Other responsibilities as assigned by the Manager of Health Information



Qualifications

The ideal candidate will have:

- Minimum of an Associate's Degree, Bachelor's Degree preferred
- Strong attention to detail and professional telephone etiquette
- Proficient in computer programs, especially MS Office. Knowledge of Salesforce, Zoom, and MS Teams preferred
- Knowledge of medical terminology preferred
- Highly organized with excellent communication skills
- Work autonomously and be able to prioritize work daily while functioning as an integral member of a team of professionals

Experience:

- At least one year of experience in an administrative support role

Salary

- Commensurate with candidate's skills and experience

Interested individuals are encouraged to send their resume and cover letter to Julia Martoccia, Health Information Manager, at JMartoccia@braintumornetwork.org or BTNAdm@braintumornetwork.org

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