Online Medical Technician - I

Company Overview

John Alchemy, MD, Corporation is a leading occupational medicine and telemedicine practice providing comprehensive evaluation, treatment, and reporting services for injured workers throughout California. The company combines in-office medical care with advanced telemedicine systems to streamline Workers' Compensation case management, fitness-for-duty evaluations, return-to-work coordination, and impairment ratings for claim settlement.

Our mission is to deliver clinical excellence, improve patient outcomes, and bring clarity and consistency to the Workers' Compensation process through evidence-based medicine and structured medical documentation.

Position Summary

The **Online Medical Technician - I** provides clinical and administrative support to medical providers during virtual patient visits. This position is responsible for preparing patients for telemedicine appointments, facilitating virtual visits, accurately documenting patient information, assisting providers with medical documentation, and supporting the efficient flow of the daily patient schedule. The Online Medical Technician serves as an important connection between patients and providers, helping ensure that virtual appointments are conducted efficiently, accurately, and professionally.

Key Responsibilities

Virtual Patient Coordination

- Assist patients scheduled for telemedicine appointments and help prepare them for their virtual medical visit.
- Contact patients and nurse case managers as needed to initiate scheduled medical visits via Zoom.
- Confirm that patients are connected and prepared for their appointment.
- Provide basic assistance to patients experiencing difficulties accessing the virtual visit.

Telemedicine Facilitation

- Set up and utilize telemedicine systems and platforms required for virtual patient visits.
- Facilitate virtual appointments to support clear and efficient communication between the patient and medical provider.
- Troubleshoot routine technical issues involving Zoom, telemedicine platforms, audio, video, or connectivity.
- Assist the provider throughout the virtual visit as needed.

Patient Intake and Documentation

- Verify patient demographic and appointment information prior to or during the visit.
- Obtain and verify necessary patient consent forms and documentation.
- Accurately document patient histories and other relevant information within the electronic health record.
- Review prior visit documentation to identify relevant information and accurately document patient progress.
- Document patient visit sign-ins, completed visits, cancellations, and no-shows as appropriate.
- Maintain accurate and complete patient records in accordance with company documentation standards.

Communication and Coordination
- Communicate professionally with patients, providers, nurse case managers, and internal team members.
- Communicate with the Referral Team when clarification is needed regarding referrals, authorizations, or approved services.
- Relay patient or scheduling concerns to the appropriate team member or supervisor when additional assistance is required.
- Maintain timely and professional communication throughout the workday to support continuity of patient care.

Administrative Support
- Manage patient scheduling, coordinate the digital flow of medical records and diagnostic results, and ensure all workers' compensation paperwork is digitally completed and filed promptly.

Compliance and Confidentiality
- Maintain patient confidentiality and comply with HIPAA and applicable privacy requirements.
- Follow established company procedures for telemedicine visits, documentation, patient communication, and medical record handling.
- Maintain accurate documentation and protect confidential patient and Workers' Compensation information.
- Perform assigned duties in accordance with company policies, established workflows, and applicable regulatory requirements.

Qualifications

Experience:
- Minimum of 1-2 years of experience in a medical office setting, preferably within occupational medicine, workers' compensation, or a referral coordination role.

Education:
- High school diploma or equivalent is required.
- Associate's or Bachelor's degree in Healthcare Administration or a related field is a plus.
- Strong understanding of medical terminology, CPT/ICD-10 coding, and the California workers' compensation system is essential.

Skills:
- Excellent organizational skills and attention to detail.
- Strong written and verbal communication skills.
- Proficiency in electronic health records (EHR) systems and Microsoft Office Suite (Word, Excel).
- Ability to prioritize tasks and manage a high-volume workload in a fast-paced environment.
- Problem-solving attitude and ability to work both independently and as part of a team.
- Familiarity with relevant healthcare regulations and data privacy standards (e.g., HIPAA).
- Self-motivated and effective in a fully remote, distributed team environment.
- Fluent in written and spoken Spanish highly desired.

Certifications/Licenses:
- Must possess an active certification as a Medical Assistant (MA), Certified Nursing Assistant (CNA), or relevant medical technician certification.
- HIPAA Course Certification required.

Work Environment:
- 100% remote.

Travel Requirements:

- Limited business travel for training, conferences, and client or stakeholder meetings as required.

Physical Requirements:

Activity	Not Applicable	Occasionally	Frequently	Constantly
		1-33% of time	34-66% of time	67-100% of time
Standing		X		
Walking		X		
Sitting				X
Lifting/Carrying		X		
Pushing/Pulling	X			
Reaching		X		
Bending		X		
Kneeling	X			
Talking			X	
Hearing			X	
Seeing				X
Repetitive Motions		X		
Fine Motor Skills			X	

California Internal Job Description Compliance Template

This template provides standardized, California-compliant language for internal job descriptions. It ensures compliance with SB 1162, FEHA, and relevant California Labor Code requirements.

Equal Employment Opportunity Statement

The company is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, color, religion, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, medical condition, genetic information, marital status, veteran or military status, or any other classification protected by applicable federal, state, or local law.

Pay Transparency and Disclosure

In compliance with California Labor Code 432.3 and SB 1162, employees may request the pay scale for the position they currently hold. The pay scale reflects the salary or hourly wage range that the company reasonably expects to pay for the position, based on legitimate, nondiscriminatory factors such as experience, education, and skill level. Salary history is not used to determine compensation for any employee or applicant.

Job Classification and FLSA Status

This position is classified as Exempt or Non-Exempt under the federal Fair Labor Standards Act (FLSA) and corresponding California law.

- Exempt positions are not eligible for overtime pay.
- Non-exempt positions are eligible for overtime pay in accordance with California wage and hour laws.

Essential Duties and Responsibilities

This job description is intended to provide a general overview of the essential duties, responsibilities, and qualifications required for this position. It is not an exhaustive list of all duties, responsibilities, or qualifications, and management reserves the right to modify or add duties as needed.

Reasonable Accommodation Statement

The company complies with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA). Employees who require accommodation to perform the essential functions of their position should contact HR or leadership.

Employee Acknowledgement

I have reviewed and understand the duties, responsibilities, and requirements of this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____