



Terms of Reference Telehealth Doctor

Job Overview

Hello Caafi is a telehealth company providing remote, on-demand telephone-based medical consultations and health education to Somali-speaking patients. Hello Caafi is looking to hire a compassionate and experienced telehealth physician to provide on-demand, remote medical care to patients via telephone calls as well as written communications. The telemedicine physician's responsibilities include providing medical consultations, monitoring prescription medication usage, prescribing medications, and referring patients to other physicians or health care specialists as needed.

Essential Functions

- Uphold and support the mission, objectives, and policies of the Hello Caafi
- Respond promptly to each incoming call and ask patients situation-specific questions to formulate accurate diagnoses.
- Discuss and review patients' medical history, symptoms, allergies, and current medications.
- Formulate suitable treatment plans to address non-threatening conditions, such as common colds, cases of flu, ear infections, urinary tract infections, allergies, and rashes.
- Prescribe or analyze various diagnostic tests to provide accurate diagnoses and explain them to patients in a language they can understand.
- Prescribe suitable medications to patients and provide proper dosage and administration instructions.
- Maintain accurate records of patient's contact details, medical history, prescribed medications, allergies, diagnoses, and progress.
- Advise patients on suitable diets and exercise regimens to improve their overall health.
- Assist patients in managing chronic health conditions.
- Refer patients to appropriate medical facilities or providers for care, utilizing approved guidelines indicated by individual client profiles.
- Actively participate in new employee orientation, ongoing in-service programs, staff meetings, continuous quality improvement, and periodic performance/protocol evaluations and development.

- Maintain current medical skills and knowledge base by attending workshops and seminars, completing mandatory continuing education, reading professional journals, publications, and participating in professional organizations.

Job Qualifications

- Bachelor of Medicine and Surgery (MD/MBBS) degree from a recognized medical school.
- Minimum of three years of experience as a practicing physician in a clinical setting.

Knowledge and Abilities

- Must be friendly courteous and establish and maintain effective working relationships with patients, staff, and medical service providers.
- Strong ability to communicate effectively both verbally and in writing
- Excellent organizational and documentation skills.
- Sound medical knowledge and ability to conduct consultations with patients through the phone
- Excellent analytical and problem-solving skills.
- A patient and compassionate disposition.
- Detail-oriented.