

Job Profile

Title: Teleconsultation Officer
Reports to: Chief Executive Officer
Status: Full Time
Duty Station: Kigali, Rwanda

About the Company

EDPU Africa CBC was established in Rwanda as a Community Benefits Company with a transformative mission: to promote universal access to the early detection and prevention of Non Communicable Diseases (NCDs) in Rwanda, with plans to expand across Africa. By leveraging Artificial Intelligence-supported detection and treatment modules, EDPU Africa aims to revolutionize healthcare delivery, making it more accessible, efficient, and proactive in addressing NCDs. This innovative approach holds the potential to significantly reduce the burden of these diseases, ensuring that early detection and effective intervention become the standard, not the exception, throughout the continent.

About the Role

We are seeking an enthusiastic Teleconsultation Officer to provide administrative and operational support for program records to ensure accuracy, completeness, and compliance of clients' files to join our team and provide invaluable support to our Clinical Operations department. This role involves contacting clients, ensuring they follow through with referred tests and treatments, and providing support for clients requiring follow-up after exams.

1. Tasks & Responsibilities

- Manage the follow-up section in the system, ensuring all follow-up data is accurate and up to date.
- Contact clients who have been referred for additional tests or treatments and ensure they receive the necessary follow-up care.
- Monitor the progress of clients given tests, ensuring results are communicated, and follow-up actions are completed.
- Coordinate with healthcare providers to track referrals and ensure timely completion of tests.
- Document client interactions and outcomes in the system for continuous care management.
- Provide remote consultation support, where needed, to address client concerns or queries regarding their health journey.
- Collaborate with the medical team to ensure seamless follow-up and client satisfaction.
- Assist with compiling reports on client follow-up progress and outcomes for internal review.
- Act as the point of contact for patients, addressing inquiries, handling results & referrals concerns.
- Prepare Monthly reports on patient follow up status and trends

2. Requirements and skills

- Ability to clearly convey information, actively listen, and address client concerns in a supportive and non-technical language.
- Sensitivity to the emotional state of clients, especially when discussing medical test results.
- Meticulous in recording feedback and ensuring that all relevant details are captured accurately.
- Capable of addressing client concerns on the situation/ or effectively escalating issues that require further attention.
- Efficiently manage multiple client interactions, ensuring all feedback is properly documented and followed up as necessary.
- Proficient in MS Office
- Able to demonstrate professional work ethical standards.
- Outstanding written and verbal communication skills
- Good interpersonal and organizational skills
- Good planning and time management skills
- Preferably trilingual or bilingual with an excellent command of English.

3. Working Conditions

- EDPU Africa | Kigali, Rwanda
- Available to work outside of normal business hours, as may be needed.
- Exposure to many frequently conflicting demands daily.
- Frequently dealing with emergencies/working under pressure, sometime under stressful conditions and changing priorities.
- Frequent interruptions several times per day; and,
- Working with diverse personalities from several cultural backgrounds.

4. How to apply

If you are a compassionate and dedicated **Teleconsultation Officer** who values patient-centered care and embraces the use of digital tools to enhance healthcare delivery, we invite you to apply for this position. Please submit your resume and a cover letter outlining your relevant clinical or telehealth experience, commitment to quality care, and enthusiasm for healthcare innovation. Applications are reviewed on a rolling basis until the position is filled. [Apply](#)

EDPU Africa is an equal opportunity employer and welcomes applications from candidates of all backgrounds. Join our team and be a pioneer in redefining healthcare through digital solutions. Your expertise and commitment can make a real difference in the health and well-being of individuals and communities.