



Onboarding Letter

Dear MCS,

Welcome to AB Holistic Health! We're excited to have you join our team as a **Medical Concierge Specialist**. The Medical Concierge Specialist (Tranador Corporation) is committed to providing comprehensive virtual assistance services to Applied Behavioral Holistic Health. Our services are designed to enhance the efficiency and effectiveness of medical administrative processes, ensuring smooth operations within the organization.

What to Expect:

As an MCS, you'll be at the forefront of our patient services, providing administrative and logistical support to ensure seamless medical care. Your role will involve tasks such as patient scheduling, handling inquiries, and assisting healthcare providers with various operational needs.

Your Training Plan:

You will be trained on the following core responsibilities:

- Managing patient scheduling and rescheduling
- Addressing patient queries and concerns professionally and promptly
- Communicating effectively across our various platforms
- Supporting healthcare providers with administrative tasks
- Ensuring smooth execution of telehealth appointments and follow-ups

Training Schedule:

Training will begin on Wednesday, Jan 28 and will run for 4 days. Time to be decided. Please be prepared and ready to start promptly. You can join the training using the following link:

<https://us06web.zoom.us/j/85041136208>

Pre-Training Requirements:

Before training, you are required to complete the following courses and upload your certificates to humanresources@abholic.com

1. **HIPAA Privacy Training**
2. **Medical Concierge Specialist Onboarding Course ((must be completed twice, resulting in two certificates)**
3. **Harassment Prevention Training for Employees**



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Please complete these courses at <https://courses.abholistic.com/course-category/mcs-onboarding/> prior to your training session.

Key Platforms:

To help you get started, we've compiled a list of essential platforms that will guide you through the onboarding process:

1. **ABHH Courses** – <https://courses.abholistic.com/course-category/mcs-onboarding/>
2. **SimplePractice** – <https://secure.simplepractice.com/>
3. **Headway** – <https://sigmund.headway.co/home>
4. **Alma** – <https://secure.helloalma.com/>
5. **OptiMantra** – <https://www.optimantra.com/>
6. **Connecteam** – <https://app.connecteam.com/>
7. **Zohomail** – <https://mail.zoho.com/>
8. **Zocdoc** - <https://www.zocdoc.com/>
9. **Ringcentral** - <https://www.ringcentral.com/>
10. **Openphone** - <https://www.openphone.com/>

Please review these links as they will be helpful during your role. For platforms that are available for download, please ensure you install them on both your phone and laptop to ensure accessibility and smooth workflow.

If you have any questions or need assistance during your onboarding process, feel free to reach out.

We're excited to support you in this new role and look forward to seeing you grow with us!

Best regards
Management

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