



Medical Concierge Specialist Contract.

This Agreement ("Agreement") is entered into on _____, by and between Tranador Corporation dba Applied Behavioral Holistic Health and

_____ hereinafter referred to as the "Medical Concierge Specialist," and Applied Behavioral Holistic Health, hereinafter referred to as the "Client"

1. Scope of Services:

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. The scope of our services includes, but is not limited to, the following key areas:

1.1 Medical Administrative Tasks:

We specialize in handling a wide array of medical administrative tasks with precision and attention to detail. This includes organizing and managing medical records, maintaining patient databases, and ensuring compliance with relevant healthcare regulations. Our team is adept at handling sensitive medical information with the utmost confidentiality and accuracy.

1.2 Appointment Scheduling:



Efficient appointment scheduling is crucial for the seamless functioning of any healthcare organization. The Medical Concierge Specialist will take charge of scheduling appointments, managing calendars, answering phonecalls and coordinating with healthcare professionals to ensure optimal appointment availability. This service extends to both in-person and virtual appointments, providing flexibility for patients and staff.

1.3 Data Entry:

Accurate and timely data entry is fundamental to maintaining an organized and up-to-date healthcare system. Our virtual assistant services include meticulous data entry tasks, such as updating patient information, recording medical histories, and inputting

billing details. We prioritize data accuracy to facilitate precise decision-making and streamline administrative processes.

1.4 Communication Management:

Effective communication is paramount in the healthcare industry. The Medical Concierge Specialist excels in managing communication channels, including responding to emails, coordinating with healthcare providers, and handling patient inquiries. We ensure that all communication adheres to the highest standards of professionalism and aligns with the organizational communication protocols.

1.5 Additional Support Services:



Beyond the core areas mentioned, our virtual assistant services are adaptable to additional support needs that may arise within the scope of medical administration. This may include coordinating with insurance providers, assisting in the preparation of medical reports, and facilitating the transfer of medical records between healthcare professionals.

1.6 Commitment to Quality and Compliance:

Tranador Corporation's Medical Concierge Specialist is dedicated to maintaining the highest standards of quality and compliance with industry regulations. We understand the importance of adhering to healthcare privacy laws, such as HIPAA, and implement robust security measures to safeguard sensitive information.

1.7 Customization and Flexibility:

We recognize that the needs of Applied Behavioral Holistic Health may evolve over time. Our virtual assistant services are designed to be customizable and flexible, allowing for adjustments to the scope of services based on changing requirements. We are committed to providing tailored solutions that align with the dynamic nature of the healthcare industry.

In engaging the services of the Medical Concierge Specialist from Tranador Corporation, Applied Behavioral Holistic Health can expect a dedicated partner committed to optimizing medical administrative processes, ensuring compliance, and contributing to the overall efficiency and effectiveness of the organization.



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2. Term of Agreement:

This Agreement shall commence on _____, and continue until terminated by either party with a 2-weeks written notice period. Either party may terminate the contract within the 90 day probationary period.

3. Confidentiality:

The Medical Concierge Specialist agrees to maintain the confidentiality of all client information, medical records, and any sensitive data encountered during the course of providing services. **They will also be required to complete the HIPAA**

course and certification and on the 1st of every month thereafter at <https://courses.abholistic.com/>

4. Employee Compensation and Benefits:

Merit-based Bonuses once a year.

Employees may be eligible for merit-based bonuses once a year, rewarding exceptional performance.

An annual merit-based bonus equivalent to one month's salary will be provided based on overall performance and contributions.



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2 weeks vacation after 1 year of service

Employees are entitled to two weeks of paid vacation after completing one year of service.

Yearly salary increase

The organization may conduct yearly salary reviews with the possibility of salary increases based on merit, performance and market standards.

The Client agrees to compensate Tranador Corporation at the rate of **(please choose one)**

☐ \$300 per month (5 days/week for 9 hours a day)

OR

☐ \$350 per month (6 days/week for 9 hours a day)

Payment will be made on the 30th of each month through

1) Upwork ☐

OR

2) Bank ☐ **(please choose one)**

5. Working Hours:

The Medical Concierge Specialist (Tranador Corporation) will work 9 hours a day, 5 or 6 days a week. The specific work hours will be determined by the company.

6. Termination:



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Either party may terminate this Agreement with a 2-weeks written notice. In case of material breach, the non-breaching party may terminate this Agreement immediately. In the event that you fail to provide a 2weeks notice, you understand that you will forfeit 2weeks of your salary.

7. Independent Contractor:

The Medical Concierge Specialist (Tranador Corporation) is an independent contractor and not an employee of Applied Behavioral Holistic Health. The Client is not responsible for taxes, insurance, or any other benefits.

8. Governing Law:

This Agreement shall be governed by and construed in accordance with the laws of the State of Washington.

9. Miscellaneous:

- a. This Agreement constitutes the entire understanding between the parties.
- b. Amendments to this Agreement must be in writing and signed by both parties.

IN WITNESS WHEREOF, the parties hereto have executed this Medical Concierge Specialist Contract as of the Effective Date.

_____ Signature of
Medical Concierge Specialist

Date: _____



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_____ Signature of Employer

Date: _____