Job Title: Patient Education Specialist – Full Time

Location: Toronto, Canada

Are you passionate about designing evidence-based, patient-centered experiences?

Are excited for the opportunity to deliver interactive patient education using the latest technology?

Are you driven to positively impact patient care at hospitals around the world?

If the answer is yes to the above, you may have found your dream job and we may have found our dream hire!

At SeamlessMD, we are on a mission to give every patient the best health outcomes for surgery.

Who we are

- An interprofessional team of clinicians, patient education specialists, designers and engineers passionate about improving patient care.
- Provide a cutting edge technology platform that guide patients from preparation through recovery, via the patient’s smartphone, tablet or computer. Our platform is clinically proven to improve patient satisfaction while reducing readmissions, ER visits, hospital length of stay and costs.
- Customers include leading hospitals in Canada and the U.S. such as Rush University Medical Center, Sunnybrook, University Health Network, The Ottawa Hospital.
- Funded by world class investors including iNovia Capital, BDC Capital, Dr. Ray Muzyka and Anthony Lacavera.
To achieve this we need to build an amazing team. Here’s where you come in…

As a Patient Education Specialist, you will collaborate with clinical teams at leading health systems to develop evidence-based, interactive surgical pathways for patients on the SeamlessMD platform - thereby positively impacting patients and providers everywhere.

Responsibilities

- Consult on the development of interactive surgical pathways for patients
- Convert complex clinical protocols into simple, step-by-step patient instructions
- Educate clients on the value of evidence-based Patient Education design
- Effectively guide clinical teams through the content development process
- Effectively facilitate content development meetings with clinical teams
- Collaborate with Customer Success and Engineering teams to build programs
- Establish lasting collaborative partnerships with hospitals & health system clients
- Proactively understand and respond to the needs of both patients and clinicians
- Work mostly from Toronto, with occasional client visits across Canada & U.S.

Experience

Required experience

- Undergraduate degree in the health sciences
- 1+ years experience working in patient education or health communication
- 2+ years experience working in a hospital or community health setting
- Excellent oral and written communication skills
- Excellent plain language writing skills
- Good understanding of adult learning and online learning principles
- Ability to understand complex clinical protocols
- Firm understanding of evidence-based practice
- Strong computer, organizational and project management skills
- Strong detail orientation
- Strong drive to create the best experience and outcomes for patients
- Comfortable with both phone and in-person consults

Desired experience

- Masters in education, health communication or related field
- Experience in designing online modalities preferred
- Familiarity with online accessibility principles preferred
At SeamlessMD, you’ll have:

- **Health benefits** so you stay healthy (dental, vision, prescription drugs, etc.)
- **Stock options** so you’re not just a team member - you own part of the company too
- **Vacation & sick days** so you have enough time to recharge.
- **Flexible schedule** because we care more about impact than hours clocked
- **Great Toronto office location** right at Yonge & Eglinton (TTC accessible)

**Ready to build the future of patient education?**

If this opportunity excites you, we would love to hear from you!

Email careers@seamless.md with:

- Email subject: “SeamlessMD - Patient Education Specialist”
- A one-page cover letter explaining why you would excel in this role
- Your curriculum vitae

**For more information**

www.seamless.md