

# SeamlessMD

**Position:** Patient Education Specialist  
**Reports to:** Director of Patient Education  
**Vacancy:** 1  
**Location:** Toronto, Canada  
**Closing Date:** April 30, 2019

## About SeamlessMD:

SeamlessMD is a cutting-edge technology platform that guides patients in real-time through their healthcare journey via the patient's smartphone, tablet or computer. Our team has a strong passion for patient-centred care and accessible design.



We pride ourselves in being customer focused, speedy and we like to keep things simple. Our solution provides clinicians with the ability to digitize clinical libraries and instructions while monitoring patients - all in one platform. In turn, patients have immediate access to digestible clinical information while feeling heard and cared for during their medical journey. At SeamlessMD, we believe that better engagement leads to better outcomes.

SeamlessMD is looking to hire a Patient Education Specialist to join their content team. We are looking for someone who can design engaging, evidence-based programs for patients. Working closely with the Engineering and Customer Success Team, you will be designing and implementing interactive online programs for our patients. You will be responsible for creating clinical modules and translating complex clinical protocols into simple, step-by-step patient instructions with a strong focus on accessibility.

## About You:

You have a passion for healthcare. You tend to come up with creative solutions and have a knack for simplifying complex concepts. Others may describe you as an overachiever with a keen eye for detail and you can't help but agree! You live for accessible solutions and get excited about helping others achieve personal milestones.

## What you will do:

- Build accessible, interactive self-care programs for patients
- Convert complex clinical protocols into simple, step-by-step patient instructions
- Implement programs across multiple client sites and healthcare systems
- Educate clinical teams 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
- Establish lasting collaborative partnerships with hospitals and health system clients
- Proactively understand and respond to the needs of both patients and clinicians

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## What you possess:

- Undergraduate degree in the health sciences (nursing preferred)
- Minimum 1 year of experience working in patient education or health communication
- Minimum 1 year of experience working in a hospital or community health setting
- Strong understanding of adult learning and online learning principles
- Ability to understand complex clinical protocols
- Firm understanding of evidence-based practice
- Excellent plain language writing skills
- Excellent oral and written communication skills
- Strong detail orientation
- Strong organizational and project management skills
- Experience with phone and in-person consults or a willingness to learn
- Proficiency in Microsoft Word, Powerpoint, Excel

## Additional Requirements:

- Valid Police Clearance
- Willingness to travel across North America to visit clients

## What can we offer you?

- Comprehensive benefits including health, dental and life insurance
- Stock options
- Minimum 15 paid vacation days
- Flexible hours
- Parental leave benefits
- Professional development benefits
- Great Toronto office location with a walk score of 100

## Think you're perfect for the role?

To apply, email Yolanda Ho, Human Resources Manager ([yolanda@seamless.md](mailto:yolanda@seamless.md)) with the subject heading "SeamlessMD - Patient Education Specialist":

- One-page cover letter explaining why you would excel in this role
- Your curriculum vitae

*SeamlessMD is an equal opportunity employer that supports an environment of inclusion and diversity. In accordance with the Accessibility of Ontarians Act, 2005 and the Human Rights Code, SeamlessMD will provide accommodations to eligible candidates throughout the recruitment and selection process. If you are an individual with a disability and you need accommodation in order to apply for this position, please contact Yolanda Ho, Human Resources Manager at [yolanda@seamless.md](mailto:yolanda@seamless.md). If you are invited to participate in the assessment process, please provide your accommodation needs at that time. Please be advised that you may be required to provide medical documentation to Human Resources so that the appropriate accommodation can be provided to you through the recruitment process.*

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