

Clinical Coordinator

Lifetrack Medical Systems is a Singapore headquartered health-tech company that has developed and deployed the first scalable, distributed medical imaging software designed for affordable access in emerging markets. Our Lifetrack PACS platform is used by large healthcare chains, public health systems, and radiology group practices to scale their radiology operations seamlessly, without the pain or cost of legacy medical imaging software. Lifetrack PACS is now serving hundreds of thousands of patients annually across Southeast Asia, South Asia, Africa, the United Kingdom, and the United States.

Lifetrack's mission is to build simple, elegant, powerful, and intuitive software platforms for the entire healthcare ecosystem, starting in medical imaging in emerging markets, where the needs are greatest and the resources are scarcest. We are trusted and backed by the Asia Impact Investment Fund of the UOB Group and Credit Suisse, the corporate VC arm of Philips Healthcare, and Kickstart Ventures of the Philippines' Ayala Group.

Core Responsibilities

The Clinical Coordinator ensures smooth coordination of Lifetrack's teleradiology services by managing case assignments, liaising with client sites, and supporting both clinical and technical workflows. This role requires precision, responsiveness, and a collaborative mindset to uphold service delivery standards across dynamic shifts.

Reporting Line: Reports to Assistant Manager for Case Coordinators

1. Case Coordination & Liaison

- Assigns incoming radiology cases to designated pre-readers with accuracy and timeliness
- Monitors case flow and proactively escalates spikes in volume per protocol
- Liaises with hospital staff (nurses, technologists, physicians) to clarify clinical details, resolve image quality issues, and coordinate urgent findings
- Handles OPD queries from local radiologists with proper investigation and resolution
- Performs spinalizer measurements in accordance with client specifications

2. Technical & Workflow Support

- Receives inbound calls via the Philippine-standard operations system and escalates software-related issues to the Technical team
- Creates detailed support tickets for Tier 1 IT follow-up
- Collaborates with Informatics and IT teams to resolve RIS/PACS-related issues
- Assesses end-user experience and flags workflow impediments for improvement

3. Training & Onboarding

- Assists in onboarding new Consultant Radiologists, Pre-readers, and Clinical Coordinators
- Provides protocol orientation to site technologists aligned with Lifetrack's global standards

4. Administrative & Data Support

- Updates local radiologist schedules, LOAs, and reliever assignments
- Maintains teleradiology file monitoring (daily, weekly, monthly)
- Performs periodic administrative tasks (monthly/biweekly) as assigned
- Supports data extraction and record-keeping tasks when delegated by the Assistant Manager to aid in operational analysis and decision-making

5. Additional Duties

- Perform other duties/functions that the Management may assign from time to time.

Key Performance Indicators (KPIs)

The following KPIs outline the expected performance standards for the Clinical Coordinator. These indicators support operational excellence, quality assurance, and strategic alignment across the teleradiology network.



KPI Area	Indicator	Target	Measurement Method
Case Assignment	Accuracy of case assignment	≥ 98% correct assignments	Random audit of assigned cases per shift
	Timeliness of case assignment	≥ 95% within 5 minutes	System timestamp comparison (case receipt vs. assignment)
	Spike protocol activation	Triggered within 2 minutes of threshold	Incident log review and timestamp validation
Client Liaison & Communication	Resolution of clinical queries	≥ 95% within 15 minutes	Call/chat logs and escalation records
	OPD query handling	≥ 90% with documented resolution	OPD tracker and feedback from radiologists
	Urgent findings escalation	100% escalated with no misses	Escalation logs and QA review
Spinalizer Measurement	Completion of required measurements	100% of applicable cases	Daily spinalizer report audit
	Accuracy of spinalizer documentation	≤ 2% error rate per QA audit	QA sampling and feedback from client sites
Inbound Call & Technical Support	Software-related call escalation	≥ 95% escalated within 5 minutes	Call logs and ticket timestamps
	Tier 1 ticket creation quality	≥ 90% with complete and accurate details	Ticket audit and IT feedback
	Resolution follow-through	Zero unresolved due to coordinator oversight	Incident review and escalation tracking
	Administrative Tasks	Completion of scheduled tasks	100% on time (monthly/biweekly)
	Radiologist schedule updates	≥ 24 hours before shift start	Schedule change logs and manager review
	Monitoring log maintenance	No gaps in daily/weekly/monthly entries	Log audit and dashboard review
	Training & Onboarding	Participation in onboarding sessions	≥ 90% of scheduled sessions
	Trainee feedback	≥ 80% positive rating	Attendance records and onboarding tracker
	Professional Conduct	Incident-free performance	No documented professionalism lapses
		Collaboration and escalation behavior	Demonstrates proactive teamwork
	Engagement in feedback/improvement initiatives	≥ 1 contribution per quarter	Manager observation and peer review
			Participation logs and initiative tracking



Clause on KPI Flexibility

These KPIs represent the expected performance benchmarks for the role. However, targets may vary depending on operational demands, client requirements, and unforeseen circumstances. The Clinical Coordinator is expected to communicate regularly with the Assistant Manager or immediate supervisor to review goals, adjust priorities, and ensure alignment with evolving service needs.

Security Responsibilities:

- Maintain confidentiality and integrity of information
- Ensure that all tasks and duties are carried out in compliance with the company's security guidelines.
- Promptly report any security vulnerabilities, suspicious activities, or breaches to the IT team.

Confidentiality:

- Ensure the confidentiality of sensitive company information, including client data, intellectual property, and internal communications.

Access Control:

- Maintain the security of access credentials (e.g., passwords, security tokens) and avoid sharing them with others.
- Implement segregation of duties to prevent unauthorized access or use.

Data Handling:

- Ensure the accuracy and integrity of data entered, processed, and stored as part of job responsibilities.
- Adhere to data retention policies, ensuring that data is stored securely for the required period and disposed of properly when no longer needed.

Incident Response:

- Immediately report any incidents or breaches of security, confidentiality, or data integrity to the designated incident response team.
- Assist in investigations and responses to security incidents as required, providing necessary documentation and support.
- Support the recovery process following a security incident, ensuring that systems and processes are restored to normal operation as quickly and securely as possible.

Candidate Requirements:

Professional qualifications and skills:

- Graduate of allied medical courses (Nursing, Radiology Technology, Physical Therapy)
- At least three (3) years of experience in clinical, business operations, and/or administrative functions
- Ability to thrive under a flexible work schedule environment (must be amenable to work in a shifting schedule as per business operation needs)

Operating Principles

Purpose-driven. We are looking for individuals who are aligned with our mission and are motivated by working on healthcare technology that can positively impact millions of lives around the world.

Do it right, from the start. We believe in starting from first principles and putting in the hard work now to avoid more work down the future. Our Lifetrack PACS platform, built from the ground up, reflects this.

Radical transparency. We want our people to keep growing and improving. Receiving and giving feedback is critical for this. We expect people to be upfront, open and willing to learn from each other.

Crush the bottlenecks. We are always focused on the critical path to achieving results. We expect our members to be relentlessly efficient in clearing the obstacles to this critical path.

Going the extra mile. We like and reward team members who are not only good at their jobs, but will raise their hand and propose projects or solutions that help take Lifetrack forward.

