APFFELSTAEDT, HOOSAIN & ASSOCIATES
Breast and Thyroid Health

Breast Health Thyroid Health

JOB DESCRIPTION: SENIOR MEDICAL PERSONAL ASSISTANT

Practice: Apffelstaedt, Hoosain & Associates – Breast, Endocrine and Bone Health Centre
Location: Panorama, Cape Town
Employment: Full-time
Reporting to: Practice Manager
Clinical support: Specialist surgeon and practice principal, and an allocated breast physician
Starting remuneration: Market related
Starting date: 1 February 2027.

ABOUT OUR PRACTICE

Our multidisciplinary practice provides breast, endocrine and bone health services. The patient journey may include clinical consultations, breast screening, thyroid screen / mammography, ultrasound, diagnostic procedures, combined consultations with multiple doctors, treatment planning, oncology referrals, surgery and ongoing follow-up.

We work with different hospitals, medical aids and healthcare professionals, including breast physicians, surgeons, radiology professionals, oncologists, plastic surgeons, anaesthetists and surgical assistants.

Our patients come from diverse backgrounds and include people attending routine annual screening, patients undergoing investigations and those navigating a cancer diagnosis or surgical treatment.

The successful candidate will join an administrative team consisting of personal assistants and receptionists. Each PA supports an allocated specialist and breast physician, with shared responsibilities and cover across the team.

PURPOSE OF THE ROLE

To provide accurate, proactive and compassionate administrative support to the allocated doctors and their patients, coordinating appointments across various diaries, treatment-related arrangements, theatre bookings with various hospitals, financial administration and communication.

The role requires ownership of outstanding tasks, careful management of competing priorities and reliable follow-through across all stages of the patient journey. Other administrative ad-hoc duties will apply, the position is not limited to the abovementioned and will grow with the practice.

DETAILED RESPONSIBILITIES

1. Specialist and breast physician support

- Provide comprehensive medical secretarial and administrative support to the allocated specialist and breast physician.
- Prepare consultation files, relevant medical records, referral letters, investigation reports and supporting documents.
- Process correspondence, referrals and administrative instructions accurately and promptly.
- Record instructions clearly, clarify requirements where necessary and track work through to completion.
- Ensure outstanding reports and results are brought to the relevant clinician’s attention for review.

- Maintain accurate patient records and documented communication.

2. Complex diary and calendar management

- Coordinate consultations, combined clinics / multidisciplinary team clinics, theatre lists, meetings and other professional commitments across relevant practices and hospitals.
- Check the availability of all required practitioners before confirming arrangements.
- Allow for travel time, procedure duration and realistic scheduling buffers.
- Identify diary clashes, missing information and conflicting commitments in advance.
- Manage cancellations, urgent additions and changes, ensuring all affected parties receive updated information.
- Keep shared calendars accurate and provide clear daily and forward-looking schedules.
- Escalate competing priorities promptly when a management or clinical decision is required.

3. Theatre and hospital coordination

- Arrange theatre bookings across different hospitals.
- Liaise with the surgeons, plastic surgeons where required, surgical assistants, anaesthetists and other participating specialists.
- Confirm theatre dates, team availability, admission arrangements and hospital requirements.
- Coordinate procedure information, supporting documentation and any special arrangements requested by the treating team.
- Confirm the status of authorisations and financial arrangements before scheduled procedures.
- Communicate approved preoperative information and logistical instructions to patients.
- Coordinate postoperative appointments and administrative follow-up.
- Maintain clear theatre lists and communicate changes accurately.

4. Multidisciplinary patient coordination

- Coordinate combined clinic appointments involving multiple healthcare professionals.
- Liaise with oncology providers, where applicable, referring doctors, radiology, pathology and other treating professionals.
- Arrange staging scans, investigations, referrals and follow-up appointments as instructed.
- Ensure relevant reports and documentation are available for consultations and treatment planning.
- Track outstanding appointments, documents and administrative actions.
- Confirm that requests have been received and arrangements completed.
- Escalate delays that could affect a patient's planned care.

5. Patient liaison and service

- Communicate professionally and sensitively with patients.
- Support patients attending routine screening, diagnostic consultations, cancer care and surgical treatment.
- Explain administrative processes, appointment arrangements and practice financial policies clearly.
- Manage enquiries, messages and concerns, documenting actions and ensuring appropriate follow-up.
- Adapt communication to patients from diverse backgrounds and levels of understanding.
- Refer clinical questions, symptoms and requests for interpretation of results to the appropriate clinician.
- Escalate urgent concerns according to practice procedures.
- Maintain professional boundaries and patient confidentiality.

6. Medical aid authorisations and liaison

- Obtain and follow up consultation, investigation, hospital and procedure authorisations as required.
- Submit accurate supporting information and documentation.
- Liaise with medical aids regarding approvals, queries, rejected claims and outstanding requirements.
- Check that authorisation details correspond with the planned arrangements.
- Communicate outstanding approvals or limitations promptly to the appropriate person.
- Explain that authorisation and payment coverage are separate matters, referring complex benefit questions to the appropriate party.

7. Billing and financial administration

- Prepare accurate quotations using approved practice tariffs and information.
- Explain practice fees, anticipated patient portions, co-payments and payment arrangements.
- Obtain the required financial acknowledgements and supporting documentation.
- Process billing, receipts and payment allocations accurately.
- Assist with account reconciliation and investigate discrepancies.
- Follow up outstanding patient accounts and medical aid payments.
- Maintain professional, respectful communication during debt collection.
- Escalate disputed accounts and requests for exceptions to the Practice Manager.
- Apply the correct practice and practitioner details when processing accounts.

The candidate must be comfortable discussing patient financial responsibilities clearly and sensitively.

8. Reception and general administration

- Assist with telephone calls, emails, appointment bookings and patient enquiries.
- Support patient registration, demographic updates and verification of medical aid details.
- Assist with patient flow and communication between reception and the clinical team.
- Provide reception and administrative cover when required.
- Maintain organised electronic records, filing systems and task lists.
- Follow practice procedures and contribute practical suggestions for improving administration.

9. Teamwork, reporting and accountability

- Work collaboratively within the administrative team, specialists, physicians and mammography teams
- Accept direction from the Practice Manager and designated colleagues.
- Assist with reasonable duties and cross-cover according to practice needs.
- Communicate workload constraints and conflicting instructions promptly.
- Provide accurate handovers, including outstanding tasks, deadlines and matters requiring escalation.
- Take responsibility for assigned work and report errors promptly.
- Participate constructively in meetings, training and process improvements.
- Maintain respectful working relationships with colleagues, doctors and external service providers.

10. Confidentiality and information handling

- Handle patient, financial and practice information discreetly and securely.
- Follow POPIA requirements and the practice's confidentiality and records procedures.
- Verify patient identity, authority to receive information and recipient details before sharing records.
- Use approved communication channels and maintain accurate records of relevant correspondence.

ESSENTIAL EXPERIENCE AND SKILLS

- Proven experience as a medical PA, medical secretary or senior medical administrator in a busy specialist, surgical practice or multidisciplinary practice.
- Practical experience coordinating theatre bookings and liaising with hospitals and surgical teams.
- Experience managing complex doctors' diaries and changing schedules.
- Working knowledge of medical aid authorisations, claims and private practice administration.
- Experience preparing quotations, processing billing and payments, allocating receipts and following up outstanding accounts.
- Strong computer literacy, including email, electronic calendars, document preparation and practice management software.
- Accurate written communication, data capture and familiarity with medical terminology.
- Clear, professional telephone and interpersonal communication.
- Ability to manage sensitive information and maintain confidentiality.
- Ability to work independently within agreed procedures while remaining collaborative and responsive to management direction.

ADVANTAGEOUS EXPERIENCE

- VeriClaim proficiency.
- Previous breast, endocrine, oncology or reconstructive surgical practice experience.
- Previous General Surgical Practice Experience.
- Coordination of multidisciplinary or combined clinics.
- Experience supporting more than one practitioner.
- Experience arranging staging scans and oncology referrals.
- Relevant medical secretarial, administration or practice management training.

PERSONAL ATTRIBUTES

The successful candidate should demonstrate:

- **Initiative:** Notices what needs attention and takes appropriate action.
- **Ownership:** Follows tasks through to completion without repeated prompting.
- **Organisation:** Uses dependable systems to manage instructions, deadlines and outstanding work.
- **Attention to detail:** Checks bookings, documents, financial information and communications carefully.
- **Sound judgement:** Recognises when to act independently, clarify an instruction or escalate a concern.
- **Composure:** Remains accurate and professional during interruptions and changing priorities.
- **Compassion:** Treats patients with patience, dignity and sensitivity.
- **Accountability:** Acknowledges mistakes promptly and helps resolve them.
- **Adaptability:** Adjusts to changing schedules while keeping others informed.
- **Teamwork:** Shares information provides reliable cover and supports colleagues.
- **Professional confidence:** Communicates clearly and respectfully with doctors, patients, hospitals and medical aids.
- **Discretion:** Handles sensitive matters appropriately.
- **Reliability:** Is punctual, dependable and consistent.
- **Willingness to learn:** Accepts feedback and develops an understanding of our practice's procedures.

APPLICATION REQUIREMENTS

Applicants should submit:

- An updated CV include a head and shoulder profile picture if possible.

- A short introduction explaining their suitability for this role.
- Their earliest available starting date or notice period.
- Confirmation of expected remuneration.
- Contactable professional references, with permission to approach referees confirmed during the selection process.

Application email: vacancy@apffelstaedt-hoosain.com
Email subject: Senior Medical PA Application
Closing date: 18 December 2026, short listings will commence from 11 January 2027.