



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 136-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

PATIENT REFERRAL OFFICER/EXECUTIVE SECRETARY

Faith Hospital

Salary range: CI\$52,296 – CI\$59,172 per annum

Job Summary: The Patient Referral Officer / Executive Secretary is responsible for coordinating all aspects of local, inter-island, and overseas patient referrals and transfers, including emergency medevac arrangements, specialist appointments, transportation, accommodation, and insurance authorizations. The role also provides executive-level administrative support to the Director of Sister Islands Health Services, Support Services Manager, and Physicians, ensuring the efficient operation of the Directorate and continuity of patient care services.

Qualifications & Experience: The successful candidate should possess an Associate Degree in Business Administration or a related field and have a minimum of three (3) years' experience as a Personal Secretary, OR a High School Diploma with at least five (5) years' experience in an Executive Assistant or Executive Secretary role. Experience coordinating complex schedules, managing confidential information, organizing events, preparing reports and correspondence, and working in a fast-paced environment is required. The candidate should be proficient in Microsoft Office applications and have excellent written and verbal communication skills. He/she should demonstrate strong organizational, multitasking, and problem-solving skills. The candidate must have good attention to detail, sound judgment, and have the ability to prioritize competing demands while meeting tight deadlines.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, and resume via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.



SCAN QR CODE TO APPLY

Application Deadline: October 2, 2026

Committed to Caring for You

Job Description

Job title	<i>Patient Referral Officer/Executive Secretary</i>	Job Holder	<i>Vacant</i>
Reports to	<i>Director of Sister Islands Health Services</i>	Section	<i>Faith Hospital and Little Cayman Health Center</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands guided by the organization’s strategic plan and in accordance with the National Strategic Plan for Health.

The Sister Islands Health Services includes the Faith Hospital which provides services that include 24-hour hospital services, support services (Radiology, Laboratory, Physiotherapy, Pharmacy and EMS), Risk Management, Infection Control, Patient Referral Services, Dialysis, Dental Clinic, Public Health , Mental Health Hub and Health Information Management. along with a dedicated clinic at the Little Cayman.

The Patient Referral Officer is responsible for verifying the medical necessity of referrals and coordinating all aspects of local and overseas patient transfers. This includes arranging transportation, specialist appointments, accommodation, and establishing appropriate financial and insurance authorizations to ensure continuity of care. The post holder provides comprehensive administrative and executive support to the Director of Sister Islands Health Services, the Support Services Manager, and Physicians, facilitating efficient coordination of referral processes and supporting the Directorate's overall operational effectiveness.

Role Overview

The Patient Referral Officer/Executive Secretary is a key operational and executive coordination role within Faith Hospital, responsible for managing complex patient referral logistics, emergency medevac coordination, and high-level executive administrative support. The post holder operates in a high-volume, time-sensitive environment where decisions and coordination directly impact patient safety, financial accountability, and the operational continuity of the Directorate. The role requires independent judgment, discretion, and the ability to manage multiple critical priorities simultaneously.

Job purpose

- To coordinate the activities relating to the overseas and inter-island local referral of patients to ensure that all necessary arrangements are seamless and as smooth as possible for the patient and their relations.
- To coordinate the emergency transfers, Medivac, and Air Ambulance for patients.

- To provide comprehensive operational, executive, and logistical coordination support to the Director of Sister Islands Health Services, ensuring the effective functioning of the Directorate and uninterrupted delivery of services at Faith Hospital.

Dimensions

- The post holder does not directly supervise any other staff.
- The post-holder coordinates approximately 125 emergency medevacs per year and manages high-volume elective referral activity, averaging 300 cases per month for specialist care and advanced imaging at the Grand Cayman facilities and overseas. The role routinely supports and manages emergency medevac transfers outside standard working hours, requiring time-critical decision-making, coordination with multiple external agencies, and direct impact on patient safety and continuity of care.
- The post holder independently manages and prioritizes multiple high-risk referral cases and executive-level administrative functions simultaneously, ensuring no disruption to patient care, emergency transfers, or Directorate operations.
- The post holder serves as the primary coordination link between Faith Hospital and Hospitals in Grand Cayman, overseas tertiary institutions, aviation providers, insurance entities, and senior executive leadership.
- The role requires sustained concentration, high attention to detail, and the ability to manage confidential, sensitive, and time-critical information impacting patient safety, senior management operations, and organizational governance.

Duties and responsibilities

- Coordinate the activities relating to planned and emergency local and overseas referral and transfer of patients according to established protocols for self-pay, insured, HSA Employees, civil servants and Government-approved cases including indigent patients.
- Lead and manage the end-to-end coordination of complex patient referrals and emergency medevac transfers, including referral documentation review, insurance authorization processes, liaison with overseas tertiary hospitals, aviation providers, EMS and relevant government agencies, ensuring compliance with established policies and financial accountability.
- Act as the central coordination point during emergency medevac situations, facilitating real-time communication between physicians, EMS, aviation providers, receiving hospitals, insurance entities and patient families, often under high-pressure and time-sensitive conditions where delays may impact patient outcomes.
- Provide high-level executive and secretarial support to the Director of Sister Islands Health Services, Support Services Manager and Physicians, functioning at an Executive Secretary level.

- Maintain and monitor P18 records, attendance and leave tracking for staff under the Directorate, ensuring accuracy and compliance with Public Service regulations and reporting requirements.
- Coordinate and manage all travel logistics for the CEO, Board Members, IT, Biomedical, HR, Training Teams and other Senior Managers travelling to Cayman Brac, including booking flights, accommodation, ground transportation and ensuring seamless itineraries aligned with operational priorities.
- Plan, coordinate and execute hospital-wide corporate functions and official events including retirement functions, Christmas celebrations, staff meetings and Directorate events, managing vendors, logistics and on-site coordination.
- Record accurate, comprehensive minutes during Faith Hospital management meetings and ensure timely preparation and distribution of documentation that supports governance, decision-making and audit requirements.
- Provide coverage as a floating officer for HIM/Ward Clerk services during approved leave periods to ensure continuity of administrative services.
- Prepare invoices, reports, correspondence, presentations and Directorate documentation as required.
- Any other duties as assigned from time to time.

Qualifications, Experience & Skills Requirement

Qualifications include:

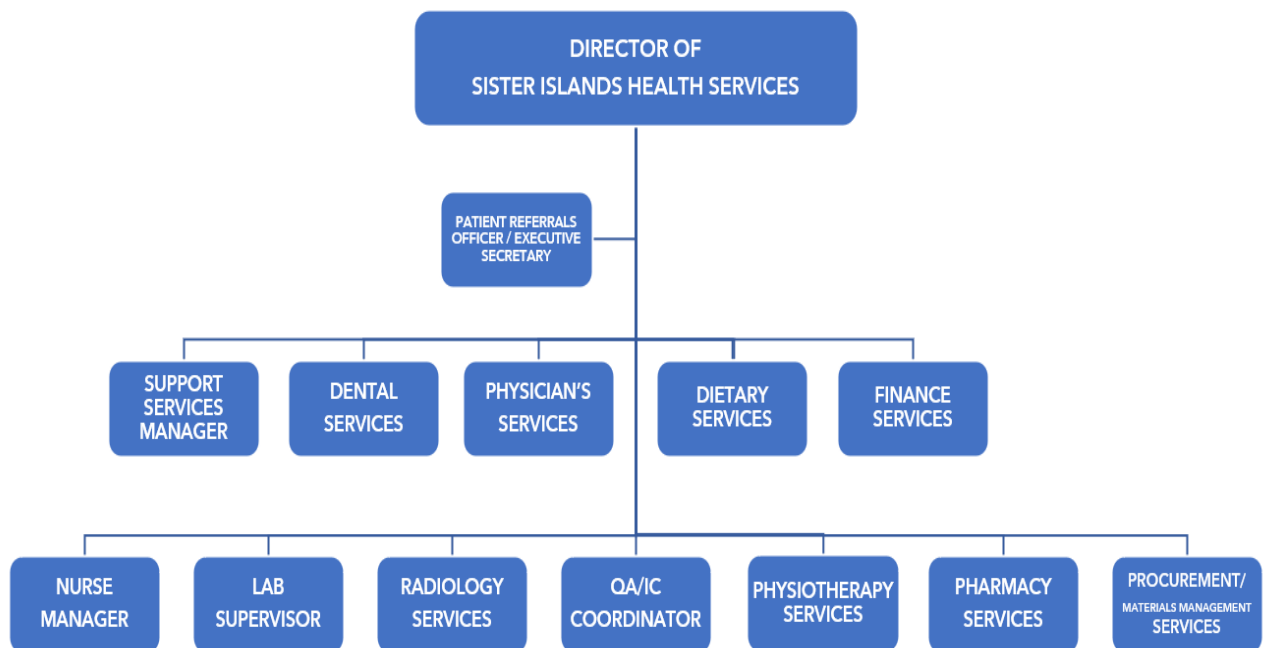
The post holder should have an Associate's degree in business or a related field, proficiency in Microsoft applications and exceptional written and oral skills.

The postholder must have three (3) years' experience as a Personal Secretary OR a High School graduate with five (5) years direct working experience at Executive assistant/secretarial level.

The post holder must be a mature, responsible, self-motivated individual with initiative, strong organizational skills, and attention to detail, with the ability to work on several projects simultaneously and adhere to deadlines.

The Post holder is required to efficiently organize work schedule, coordinating and prioritizing assignments to ensure that deadlines are met.

Reporting Relationship



Direct reports

None reports directly to this post-holder.

Other Working Relationships

- Other Health Care Facilities Representatives
- Insurance Companies/Agents
- Medevac Companies
- Post holder must communicate with other Senior Managers, Section Managers, and employees as the need arises in the course of the day. The position requires tact and the ability to remain calm and polite even under stressful conditions.

Decision Making Authority and Controls

The postholder exercises independent judgment in coordinating emergency referrals and executive logistics within established protocols, prioritizing urgent clinical transfers, resolving scheduling conflicts for senior leadership, and ensuring continuity of hospital operations.

Working conditions

- The post-holder is based at Faith Hospital, Cayman Brac.
- Primarily an office working environment but may entail some walking to various areas, sections.
- The role requires continuous prioritization of urgent and competing demands in a high-pressure environment, including after-hours emergency medevac coordination where time-sensitive decisions directly affect patient care outcomes.
- Required to work long or irregular hours.
- On-Call commitment after hours and weekends

Physical requirements

This position requires some standing, walking, and sitting for extended periods, extensive computer work, typing and writing, copying, and scanning, as well as reading and reviewing various documents such as files, drawings, etc.

Problem/Key Features

There is a high volume of human and electronic traffic, leading to many interruptions in the course of work.

Errors or delays in referral or medevac coordination may result in adverse patient outcomes, financial loss, reputational impact, or operational disruption.

Evaluation Metrics

Timely response to enquiries, emails, and other communication.

Manages calendar and sets aside ample time for meetings, appointments etc.

Accurately records meeting notes and minutes.

Timely preparation and distribution of minutes and agenda for meetings

Approved by:	<i>Director/Sister Islands Medical Services</i>	
Date approved:	October 9, 2023	
Reviewed:		
Next Review	October 9, 2025	
Employee's signature:		Date:
Manager's Signature		Date: