mind Links

CASE STUDY 02 · HEALTHCARE

Building a medical administration team in Syria

How clinics and hospital groups can take admin work off their front desk and their doctors.

An illustrative business case

Swipe to see the business case →

THE CHALLENGE

Doctors and front-desk staff lose hours to admin that someone else could handle.

01 **Overloaded front desks**

Booking calls, reminders and follow-ups compete with the patients standing at reception.

02 **Missed appointments**

Without consistent reminders and rescheduling, no-shows leave gaps in clinic schedules.

03 **Claims backlogs**

Insurance approvals and billing queries pile up, delaying payments and frustrating patients.

THE TEAM

A 9-person medical admin hub, working inside your systems

5 **Patient coordinators**

Appointment booking, reminders, rescheduling and follow-up calls in Arabic and English

2 **Insurance & billing coordinators**

Pre-approvals, claim follow-ups and billing queries

1 **Medical secretary**

Referral letters, reports and records administration for your doctors

1 **Team supervisor**

Quality, scheduling and daily reporting to your practice manager

The team works in your booking and records systems, on secured devices, following your privacy and data-handling rules.

WHY SYRIA

A talent pool most companies have not reached yet

Native Arabic, strong English

Talent that serves Arabic-speaking customers naturally and works in English with your team.

Time zone fit

Syria sits at UTC+3, with working hours that overlap the Gulf and Europe.

Educated and motivated

A large, well-educated workforce looking for stable, long-term roles with international companies.

Compliant from day one

Mind-Links handles contracts, payroll and compliance, so no local entity is needed.

HOW MIND-LINKS MAKES IT WORK

From brief to a working team, with one partner

01 Recruit and test

We shortlist candidates with admin experience and test English, Word, Excel and work style.

HR Services · Testing Hub

02 Screen and contract

Background and reference checks, then local contracts, payroll and compliance.

Contractor of Record

03 Seat the team

A controlled office in Damascus, with access security, backup power and fast internet.

Workspace Solutions

04 Secure the data

Devices configured to your standards, enrolled in device management and audited.

IT Procurement · IT Asset Mgmt

05 Grow the service

Add coordinators as you open new clinics or extend opening hours.

One partner, one invoice

THE BUSINESS CASE

Fewer missed appointments and faster claims, without adding pressure on your clinic floor

40–70% lower talent cost than GCC or Western markets*

More time for doctors and on-site staff to spend with patients

1 partner, one contract, one monthly invoice

*Illustrative scenario. Talent cost range is a Mind-Links estimate compared with equivalent roles in GCC or Western markets; actual costs depend on roles, seniority and team size.

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LET'S TALK

Ready to build your medical admin team in Syria?

Mind-Links helps international companies recruit, contract, pay and equip teams in Syria, Jordan, Lebanon and Egypt.

Book a demo

mind-links.com