

**Job Title:** Patient Engagement Specialist

**Reports To:** VP of Clinical Operations

**FLSA Status:** Non-Exempt

# Job Summary

The Patient Engagement Specialist is responsible for ensuring patient compliance with remote monitoring. Responsible for establishing protocols to ensure compliance and researching/troubleshooting patients’ reasons for non-compliance. Must work in a collaborative manner with the care team of the patient. Responsible for documentation and reporting of all compliance activity. The Patient Engagement Specialist must be able to demonstrate the ability to work both independently and work in a manner that is consistent with CRMS mission to provide excellence in cardiovascular care.

# Duties/Responsibilities:

* Responsible for accessing multiple software systems to determine if a patient is compliant with their monitoring including Merlin.net, CareLink, Biotronik, and Latitude.
* Contacts via telephone non-compliant patients and attempts to uncover the reasons for non-compliance.
* Works in sync with the patient and/or patient’s care team in order to resolve patient non-compliance issues.
* Troubleshoots and monitors all patient care systems to ensure the programs and technology is working properly to ensure full compliance.
* Documents all compliance activities and compliance issues needing to be addressed.
* Regularly provide reports to Partners regarding compliance activity and any areas of concern; reports serious issues of compliance immediately.
* Provides patient education as needed in order to support the patient’s care team to ensure proper monitoring of the patient as it relates to compliance.
* Maintain knowledge of new developments in device technology that may enhance the compliance of patient monitoring.
* Be a resource for compliance of remote device management for the practice physicians and clinical staff.
* Resolves other issues appropriate to position.
* Responsible for contributing to company oversight and information security functions as outlined in the employee handbook under ‘Remote Employee HIPAA Guidelines.
* May be required to perform other duties as assigned.

# Required Experience, Qualifications and Skills

* Pacemaker & ICD follow-up experience is preferred but not necessary.
* Must be able to learn the transmitter hardware systems associated with Medtronic, Abbott, Boston Scientific and Biotronik.
* Demonstrates leadership ability
* Strong patient education skills
* Excellent phone demeanor
* Self-Starter and capable of working independently at home.
* Must be patient, empathetic, reliable and flexible.
* Strong interpersonal and writing/communication skills.
* Excellent documentation/reporting skills.
* Demonstrates professionalism in all interactions to create a positive experience.
* Adheres to the Cardiac RMS policy. Exudes confidence and positive image.
* Understanding of all HIPAA regulations and the need to strictly adhere to them.
* Demonstrates empathy to those served.
* Good computer skills; Excel a must
* Able to juggle multiple tasks at the same time

# Physical Requirements:

* Remote office work with prolonged periods sitting at a desk and working on a computer.
* Viewing monitors for long periods of time which may cause eye strain.
* Freedom to get up and move from workspace area as needed.
* Ability to use various office equipment such as copiers, fax machines, phones.

We are an Equal Opportunity Employer and value diversity at our company. We do not discriminate on the basis of race, religion, gender identity or expression, color, national origin, sexual orientation, age, or any other characteristic protected by law.

Please click on the link below to apply:

<https://app.trinethire.com/companies/41868-cardiac-rms-llc/jobs/62701-patient-engagement-specialist>