

**Job Title:** Patient Care Specialist **Reports To:** Vice President Clinical Operations **FLSA Status:** Non-Exempt

**Date:** January 2023

**United States, Remote**

Cardiac RMS, Inc. (“CRMS” is an innovator in digital health and remote patient monitoring, with a focus on providing the most diagnostically-accurate, clinically and economically effective remote cardiac device patient management support programs in the industry. CRMS is an award winning, Medicare-approved Independent Diagnostic Testing Facility (IDTF), a provider of remote patient monitoring services for remote device patient Cardiac Care Management. CRMS utilizes an industry-leading, cloud-based patient management system and device data diagnostic reporting platform. CRMS’s management system and device data diagnostic reporting platform. CRMS’s management and clinical staff are Cardiac Rhythm Management and remote patient monitoring industry veterans and IBHRS certified specialists. *This position is Thursday to Monday, from 9am to 5pm EST, with a “weekend” of Tuesdays and Wednesdays*.

# Job Summary

The Patient Care Specialist is responsible for the day-to-day management of the cardiac remote monitoring program for specific cardiology clinic customers of CRMS. Duties include reviewing daily alerts and transmissions of all patients enrolled in remote monitoring websites, documentation, interpretation, triaging and communicating with patients, team lead, clinical staff and the physicians to ensure appropriate coordination of care. Additional duties will include Implantable Loop Recorder (ILR) monitoring, patient education with instruction of remote monitoring. This position serves as a leadership role for the Cardiac Monitoring Center (CMC) of CRMS for daily operations. The Patient Care Specialist must be able to demonstrate the ability to work both independently and under the direct supervision of the team lead and physician. The Patient Care Specialist must coordinate and manage the remote monitoring of device clinic patients and the duties listed above in a manner consistent with CRMS mission to provide excellence in cardiovascular care.

# Duties/Responsibilities:

* Reviews remote monitoring software daily for transmission data and alerts.
* Identifies ALERTS that require immediate attention and notifies clinical staff.
* Performs remote device interrogation and/or follow up.
* Documents appropriately in database regarding patient remotes.
* Enters findings and appropriate communication contact per Clinic Management protocol.
* Coordinates all device monitoring programs such as Merlin.net, CareLink, Biotronik and Latitude.
* Uploads and reviews daily Event Monitor reports per protocols.
* Maintain knowledge of new developments in device technology.
* Be a resource for remote device management for the practice physicians and clinical staff.
* Responsible for training clinical staff on the understanding of remote monitoring.
* Responsible for contributing to company oversight and information security functions as outlined in the employee handbook under ‘Remote Employee HIPAA Guidelines.
* Resolves issues appropriate to position.

# Required Experience, Qualifications and Skills

* Must have International Board of Heart Rhythm Examiners (IBHRE) certification.
* Possess strong cardiac device knowledge, and cardiac rhythm interpretation.
* Experience with analysis of Abbott, Boston Scientific, Biotronik, and Medtronic remote device transmissions.
* Demonstrates leadership ability
* Strong patient education skills
* Capable of working independently and demonstrate self-motivation.
* Must be patient, empathetic, reliable and flexible.
* Strong interpersonal and communication skills.
* Excellent leadership and documentation skills.
* Demonstrates professionalism in all interactions to create a positive experience.
* Adheres to the CRMS policy. Exudes confidence and positive body language.
* Understanding of all HIPAA regulations and the need to strictly adhere to them.

# Physical Requirements:

* 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.

**Contact:**

If you are interested in learning more and think that you meet the required Experience and Qualifications, please send an email with your resume to Michele Hernandez at [mhernandez@CardiacRMS.com](mailto:mhernandez@CardiacRMS.com).