



## Job Description:

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**Job Title:** Patient Care Specialist

**Location:** Greensboro, Winston-Salem, NC

**Work Schedule:** Full-time, M-F  
\*on call every 3<sup>rd</sup> Saturday

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### Summary of Duties and Responsibility:

- Capability to drive (company vehicle) within territory radius on a daily basis with multiple stops to patients' homes, hospitals, and skilled nursing facilities (SNF)
- Patient fitting and instruction on use and protocol of Continuous Passive Motion devices (CPM's)
- Patient fitting and instruction on Durable Medical Equipment (DME)
- Orthopedic bracing to control, guide, limit and/or immobilize an extremity, joint or body segment for a particular diagnosis or procedure
- Daily communication with patients via phone/in-person
- Daily scheduling of patient's in-home setup appointments and rental equipment pickup
- Daily cleaning of patient rental equipment
- Resolve patients' technical issues
- Accuracy in obtaining and confirming patient information
- Perform all necessary daily paperwork (i.e. patient setup reports, managing referrals, appointment times, and treatment plan forms)
- Present insurance financial policies and arrangements accurately to patients
- Ability to maintain composure when confronted with stressful situations
- Communication with management, doctors, nurses, hospital and facility staff
- Maintains confidentiality of patient and company information

### Qualifications:

- High school diploma minimum and some knowledge of one of the following: anatomy, kinesiology, physiology and or orthopedics
- Excellent organization skills and attention to detail are required
- Excellent multitasking and problem-solving abilities; Excellent communication skills
- Active and clean driver's license required; Safe operation of company vehicle
- Experience in customer service
- Professional appearance and pleasant, outgoing personality
- Must be computer literate
- Self-motivated
- Must be able to work in a cooperative manner and maintain effective working relationships with management/supervisors, co-workers, and customers

### Physical Environment and Working Conditions:

- Capability to drive (company vehicle) within territory radius on a daily basis with multiple stops to patients' homes, hospitals, and skilled nursing facilities (SNF)
- While performing the duties of this job, the employee is subject to drive, stand, sit, climb stairs, talk, hear, and use hands and fingers to operate patient/company equipment.
- The ability to occasionally lift and transport up to 30-40 pounds



### **Business Machines and Operations:**

- Continuous Passive Motion (CPM) devices – knee, shoulder, hip, etc.
- Durable Medical equipment including, but not limited to, cold therapy units, rolling walkers, bedside commodes, crutches, canes, etc.
- Orthoses: Orthopedic bracing to control, guide, limit and/or immobilize an extremity, joint or body segment for a particular diagnosis or procedure
- Microsoft word, excel, outlook
- Google Docs

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### **Disclaimer:**

**Disclaimer:** This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

\*\*Please send your resume, along with this ad, to the following:

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