

## **Patient Engagement Specialist (Contractor) - Remote**

CareTalk Health is a physician-owned medical practice with doctors and registered nurses licensed to serve patients in all 50 states and the District of Columbia. We have long-term client contracts with patients identified as requiring a physician visit. These visits include those for preventative services and for qualification and enrollment for numerous programs. With a focus on longitudinal care, our core services include Chronic Care Management, Remote Patient Monitoring and Remote Therapeutic Monitoring.

### **Working with CareTalk Health**

We are seeking experienced Engagement Specialists (Contractors) to join our Telehealth Services team. Our hours are Monday – Friday 7:00am-10:00pm EST and Saturday 10:00am-3:00pm EST, compensated at a rate of \$15.00 per hour, with no end date at this time.

You will leverage CareTalk's platform, client systems and specialized tools hosted in Amazon Workspaces to provide exceptional patient service through effective communication, problem-solving, and product knowledge. Handling a blend of outbound and inbound calls, you will address inquiries, resolve issues, and ensure patient satisfaction. You will also be responsible for effectively communicating the benefits of a program to drive consumer action.

This role is pivotal in supporting our healthcare providers and patients through a variety of tasks, including scheduling medical appointments, engaging in Remote Therapeutic Monitoring (RTM) and Remote Patient Monitoring (RPM), managing documentation and record-keeping, and ensuring effective patient engagement and communication.

### **Key Responsibilities:**

1. **Scheduling and Coordination:** Efficiently schedule and coordinate medical appointments between patients and healthcare providers. Manage calendar appointments and send reminders to ensure timely healthcare delivery.
2. You will help the patient complete a Health Risk Assessment (HRA) to prepare the doctor before the visit.
3. Other responsibilities include answering calls from patients and prospective patients, rescheduling appointments and documenting all interactions.
4. **Communication:** Facilitate effective communication between patients, healthcare providers, and other team members. Ensure that all stakeholders are informed.
5. Additional responsibilities may be assigned as needed.

## **Qualifications:**

1. Proficiency in using telehealth platforms and virtual communication tools.
2. Strong communication and interpersonal skills, with the ability to establish rapport with patients remotely.
3. Excellent organizational and time-management abilities to manage virtual visits and appointment schedules efficiently.
4. Knowledge of medical terminology, basic health assessments, and health education.
5. Familiarity with electronic health record (EHR) systems and documentation procedures.
6. Commitment to maintaining patient confidentiality and adherence to HIPAA guidelines.

CareTalk offers a combination of hosted training sessions and access to self-paced training content designed to be completed at your convenience.

In this role, you play a critical part in improving patients' access to care and ensuring their well-being. Your dedication to virtual care and physician scheduling will contribute significantly to the overall healthcare experience and promote better health outcomes for our patients.

## **Why Join CareTalk Health?**

- **Work from the Comfort of Your Home:** Enjoy the flexibility and convenience of a remote work environment.
- **Make a Meaningful Impact on Patient's Lives:** Contribute to improving healthcare accessibility and patient outcomes.
- **Stay Ahead by Mastering New Virtual Technologies:** Embrace innovation and learn to leverage cutting-edge virtual technologies.

*CareTalk Health is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.*