Patient Care Technician

Eagan, MN

Shifts: 3-11PM with alternating weekends & holidays or an every other weekend part-time position

Overview:

To answer incoming calls from patients regarding Arrhythmia tests and record ECG rhythm strips trans-telephonically under the direct supervision of a Cardiac Specialist.

If you are looking for a career path and growth opportunities and want a job that has impact in the healthcare world, please consider applying!

**Responsibilities:**

* To receive incoming Arrhythmia events via telephone transmission.
* Input patient name and access file in Cardiostation.
* Confirm patient information as a cross-reference before activating recording sequence.
* Record patient symptoms.
* Activate call recording sequence and store ECG data.
* Inform patient when data is stored and how to reset monitor.
* Contact Cardiac Specialist to review test data.
* Provide excellent customer service and technical support to patients.
* Develop a strong understanding of all Heartcare monitoring equipment.
* Develop a strong understanding of the Cardiostation monitoring software and equipment.
* To maintain a working knowledge of administrative procedures.
* Perform all the duties and responsibilities of the ECAT/HT-Wireless Hook-up Technician.

Perform other duties that may be assigned or assumed as time and/or circumstances necessitate.

**Qualifications:**

* Excellent communication and interpersonal skills. Demonstrate mature and sound judgment.
* Impeccable Customer Service. Previous customer service experience.
* Excellent computer skills.
* Detail oriented with the ability to multi-task.
* High school diploma or equivalent