**Patient Care Tech Overview**

**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

3-12 hour shifts  
Friday, Saturday and Sunday  
9am-9:30pm  
$14.00/hourly