

Position Posting

Posting Date 09.05.2017
Removal Date 10.05.2017

Posting Number: 17-248

Job Title: Patient Ambassador-(100%)- Emergency Dept

Company Description: Adena Health System - Chillicothe, OH

Internship []

Part-time Position []

Full-time Position [x]

Postings remain active only thirty (30) days.

Employer: Adena Health System - Chillicothe, OH

Contact

Person: https://www.indeed.com/viewjob?jk=dfd5e13f1a3a47c6&tk=1bp1ovn111d51d8h&from=companyalert&alid=572bbf47e4b0b4e36f7ff7e5&utm_source=jobseeker_emails&utm_medium=email&utm_campaign=job_alerts&rgtk=1bp1ovn111d51d8h

Duties: The patient ambassador is responsible for providing services related to patient experience in the Emergency Department. Acts as a service liaison for patients and their family members and/or guests. Exhibits "5 star Hotel" quality customer service and attitude. Provides professional verbal and written communication of pertinent information to all members of the care team and patients in a timely manner. Works collaboratively with the Emergency Department staff and other essential services to exceed expectations regarding patient experience under the direct supervision of the Emergency Department leadership team. This position provides indirect patient care including phone conversations with discharged patients, coordination and resolution of patient concerns with the appropriate caregivers, rounding on patients in the lobby, and demonstrating exceptional communication and empathy to the patients and their visitors in the Emergency Department. Acts as a liaison between patients, patients' relatives, and the healthcare organization. Communicates patients' questions, complaints, problems and concerns to appropriate staff members. Explains policies and procedures to patients and refers them to the proper services. Familiar with a variety of field's concepts, practices, and procedures related to the care the patient is receiving in the Emergency Department. Relies on experience and judgement to plan and accomplish goals.

Education:

Graduate of Accredited Program in Healthcare Administration or related field.

Certifications:

BLS- Basic Life Support REQUIRED

Experience:

At minimum 6 months prior experience in customer service position in the healthcare field required. Clinical Experience in patient care preferred.

Salary: TBD

Please do not remove.

Contact Tom Payton, Career Services at Extension 2713 for additional copies. Regional Campuses should see their local Student Services contact for extra copies.