

# Clinical Support Technician

FT - 40 Hours Clinical

## About Us:

Palmetto Infusion/AccuRX provides comprehensive ambulatory and home-based infusion services to both acute and chronically ill patients. Our centers care for people by providing patients and their families with a convenient, affordable, and safe place to receive infusion treatments. We strive for more than personal service – always delivering a warm and attentive health care experience that boosts patients' state-of-mind, improves their health, and quality of life.

## About the Role:

Performs and provides quality customer service and clinical support services through scheduling patient appointments and answering inbound calls. Ensures documentation supports initial and ongoing therapies.

Schedule: Monday – Friday; 8:00 AM – 5:00 PM, Saturdays as needed

## Minimum Qualifications:

Experience/Education:

- High School Diploma or Equivalent.
- 1 year of healthcare or customer service experience.
- Proficient at partner programs (i.e.: MS Outlook, Word, Excel).
- Ability to cope with ambiguous, changing environment while under pressure in a calm manner.
- Must be able to work as a team member and develop productive and cooperative working relationships with all members of the Palmetto Infusion/AccuRX team.

## Essential Functions:

- Provides customer service by answering and directing all incoming calls appropriately and with courtesy.
- Schedules initial patient appointments and follow-up appointments. Reschedules patients as needed and follows up on missed appointments.
- Places outbound calls to patients to set up initial patient appointments and explains detailed appointment procedure.

- Review, confirms, and requests documentation as needed to ensure that patients can be seen for scheduled appointments.
- Completes daily follow-ups and assigned tasks.

**About the Benefits:**

- Competitive Compensation
- Comprehensive Medical Insurance
- Dental and Vision Insurance
- Company Life Insurance
- Voluntary Life and Disability Insurance
- Additional Voluntary Supplemental Plans
- Flexible Spending Account (Medical and Dependent Care)
- Health Savings Account
- 401K Retirement Plan
- Employee Assistance Program (EAP)
- Employee Discounts
- Ramsey SmartDollar Program
- Referral Program
- Tuition Assistance
- Paid Time Off
- 8 Paid Company Holidays

**Apply at:**

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8d81970-e610-462b-b6ff-4b8171737a80&cclid=19000101\\_000001&jobId=474580&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8d81970-e610-462b-b6ff-4b8171737a80&cclid=19000101_000001&jobId=474580&lang=en_US)