

# J.L. MORGAN & ASSOCIATES, INC.

*TRANSFORMING THE PATIENT EXPERIENCE IN REAL-TIME*

[www.JLMorganandAssociates.com](http://www.JLMorganandAssociates.com)

## Patient Care Representative - DO

J.L. Morgan and Associates is seeking dedicated healthcare professionals to join our team as Patient Care Representative for our Discharge Outcomes department. In this role, you will conduct post-discharge phone call surveys within 24 to 48 hours of a patient's discharge. Your responsibilities will include interviewing patients, documenting and recording their status, and assessing potential risks for readmission to the hospital. While this position does not involve providing medical advice, you will offer guidance and support to patients and their families regarding their care.

This position offers a four-day workweek, with 10-hour shifts each day. We offer flexible work hours and days to accommodate your schedule.

### Key Responsibilities:

- Complete patient assessment surveys in the JLM hospital database.
- Verify patient information to ensure accuracy and completeness.
- Address unresolved patient issues related to health or other care concerns.
- Document pertinent information provided by the patient in a thorough and timely manner.
- Communicate needs or questions to management, such as identifying areas for training or suggesting process improvements.
- Contribute to team efforts by sharing ideas for improving Preventative Care processes.
- Assist in the assessment, definition, and implementation of new processes, standards, and technologies.
- Ensure compliance with all applicable regulatory requirements, standards, and procedures.
- Engage with patients courteously, projecting enthusiasm and demonstrating empathy to encourage participation in the survey.
- Maintain patient confidentiality and ensure compliance with HIPAA guidelines.
- Communicate any needs, questions, or training requirements to management.
- Perform repetitive tasks throughout the day with a focus on quality and efficiency.
- Ability to remain seated for 4-6 hours at a time.
- Perform other duties as assigned.

### Qualifications:

- Active, unrestricted LPN or RN license, or previous medical/clinical training required.
- Associate degree in Nursing or related field.
- Proficient in MS Excel, Access, Word, PowerPoint, and Outlook.
- Strong experience and judgment to plan and accomplish goals, with the ability to manage multiple tasks concurrently.
- Familiarity with standard concepts, practices, and procedures within the psychiatric/behavioral health field.

- Knowledge of medical terminology, medical coding, and DRGs (Diagnosis-Related Groups).
- Excellent listening and communication skills.
- Optional: Experience in a call center or data entry is preferred.
- Strong and accurate typing skills.

J.L. Morgan and Associates is located in Birmingham, Alabama, conveniently located off of HWY 280.

Please complete application on our website: <https://www.jlmorganandassociates.com/careers>