

# J.L. MORGAN & ASSOCIATES, INC.

TRANSFORMING THE PATIENT EXPERIENCE IN REAL-TIME

www.JLMorganandAssociates.com

## Patient Care Representative - CAHPS

At J.L. Morgan and Associates, Patient Care Representatives play a vital role in healthcare research by contacting and surveying discharged patients. This position requires adherence to strict guidelines established by the *Centers for Medicare and Medicaid Services (CMS)*. As a Patient Care Representative, you will conduct highly structured and repetitive interviews, ensuring that patient responses are recorded verbatim and audio-recorded for quality assurance.

### Key Responsibilities:

- Conduct patient interviews via telephone, strictly following survey scripts.
- Verify patient information, including hospital name and discharge date.
- Accurately transcribe patient responses into the system while actively listening.
- Conduct a variety of survey research studies, including:
  - Physician and Clinical Group CAHPS
  - Emergency Department discharges
  - Outpatient Services
  - Inpatient discharges
- 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.
- Provide guidance on who to contact for unresolved health or care-related issues.
- Contribute to team efforts by sharing ideas to improve processes.
- Perform repetitive tasks throughout the day with a focus on quality and efficiency.
- Ability to remain seated for 4-6 hours at a time.

### Qualifications:

- High school diploma or equivalent required.
- Experience in a call center or data entry is preferred.
- Strong and accurate typing skills.
- Excellent active listening and communication skills.
- Ability to maintain control of conversations and guide them effectively.
- Customer service-oriented with a strong focus on teamwork.
- Motivation for achieving effective and efficient results in a dynamic industry.
- Knowledge of the healthcare industry and telephone communication best practices.

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>