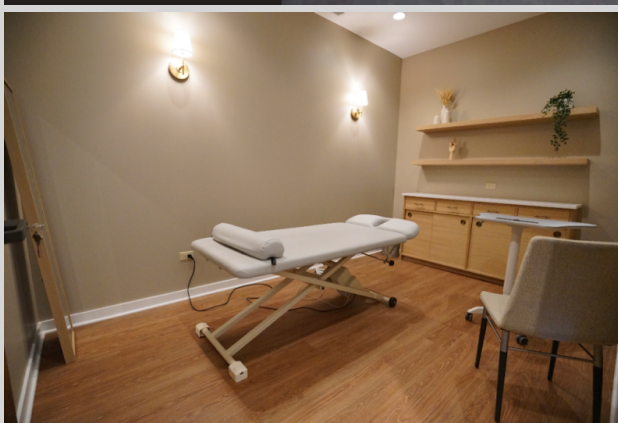




Now Hiring

Patient Experience Coordinator



Patient Experience Coordinator at Cornerstone Health

Do you thrive on creating exceptional experiences that produce raving fans?

Cornerstone Health, a newly renovated clinic in the heart of Evanston, is seeking a passionate Patient Experience Coordinator to join our growing team. In this role, you'll be the guide of our patient journey, ensuring that every interaction – from the moment they walk in the door to their ongoing care – exceeds expectations.

Here's what makes this role unlike any other:

- **Be the 'Wow' Factor:** You'll set the tone for our entire clinic, crafting a welcoming and positive environment that leaves a lasting impression.
- **5-Star Service:** You'll oversee phone communications, ensuring a seamless booking experience and exceptional customer service for every patient.
- **Beyond Expectations:** Go beyond the ordinary! Develop creative initiatives and patient programs that foster long-term relationships and a sense of community.
- **Meaningful Connections:** Build strong bonds with patients, referring providers, and the local community to position Cornerstone Health as a trusted partner in wellness.

We invest in your success:

- **World-Class Training & Certification:** We equip you with the tools you need to excel. Receive industry-leading third-party training and advanced certifications to stay at the forefront of patient experience and be immediately successful in this role.
- **Everything You Need:** Resources, tools, and unwavering support are yours to leverage. We empower you to make a real difference in people's lives.
- **Rewarding Career:** This position offers competitive compensation with incentive structure and a healthy work-life balance. Finish your day at 3pm and focus on what matters most to you.

Whom We're Looking For:

- **The Experience Enthusiast:** You possess a genuine passion for creating exceptional experiences in any setting. You understand the power of a positive first impression and go above and beyond to ensure every interaction is delightful.
- **The Communication Maestro:** Your phone skills are legendary! You can navigate complex conversations with ease, leaving patients feeling heard, understood, and excited about their upcoming care.
- **The Connector:** You build rapport effortlessly, fostering meaningful connections among patients, referring providers, and the local community. You're a natural relationship builder who understands the importance of collaboration.
- **The Quick-Starter:** You thrive in an autonomous environment where you can take ownership of projects and initiatives. You're a self-starter who possesses excellent time-management skills and the ability to prioritize effectively.

- **The Lifelong Learner:** You're hungry for knowledge and possess a desire to stay ahead of the curve. You're excited about the opportunity to participate in world-class training and advanced certification programs.

Minimum Requirements

- You have graduated from high school.
- You're comfortable answering phone calls and delivering information to a wide variety of sources.
- You learn quickly on a computer and are capable of maneuvering around a savvy software system.
- You are comfortable in an ever-changing, ever-growing environment.

Benefits and Compensation

- Chiropractic and physical therapy coverage (in-house)
- Fitness program (in-house)
- Continuing-education opportunities
- Career advancement
- On top of your hourly rate, we offer an incentive program after your first 90 days here with us!

How to Apply

- We are eager to meet you and are actively interviewing for this role, which is immediately available.
- Email info@cornerstoneclinics.com with these three items included:
 1. Subject line of the email should read: [Your Name] Patient Experience Coordinator at Cornerstone Health
 2. A resume or CV
 3. A short video (30-90 seconds) of you describing the best customer experience you've had.