



www.patagoniahealth.com
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Company overview

Patagonia Health Inc. is a healthcare software supplier that has built a cloud and apps-based software solution. The solution includes an integrated, federally-certified, Electronic Health Record (EHR), Practice Management (PM) and Billing software. The company's mission is to solve two major barriers to EHR adoption, usability and cost, and address customers' number one problem: billing. Patagonia Health's one-of-a-kind apps-based system represents a paradigm shift in the EHR software industry, and its highly-intelligent solution uses sophisticated technology that is extremely easy-to-use. Innovative and unique apps provide timely data for organizations to improve workflow, streamline their operations and take their organizations to the next level.

Customer Support Specialist:

We are looking for committed and driven individuals who can contribute to a fast moving company while strengthening their skills and building their resume in latest technologies. The environment is collaborative and highly dynamic.

Job Location: Cary, NC

Full Time position

Description: We are looking for support professionals with experience in supporting Electronic Health Record, Practice Management and Billing software. Opportunity is to participate in the end to end support and implementation process of Patagonia Health EHR and Practice Management/Billing System. Patagonia Health has strong focus on achieving 100% customer reference ability so the support position is very important. We need people who can collaborate, take ownership & provide excellent customer service. Looking for energetic individuals with a persistent, innovative and can do attitude.

Support Responsibilities:

- Provide online technical support for customer issues
- Write knowledgebase articles and contribute tips to monthly newsletter
- Gain thorough understanding and knowledge of Patagonia Health EHR/Billing System
- Conduct online customer trainings as needed and conduct educational webinars

Skills and Qualifications:

- Previous experience with Electronic Medical Records and Practice Management/Billing System required
- Previous customer support and online training experience required
- Strong communication skills and good computer skills
- Experience working in a medical practice or public health department an asset
- Knowledge of Healthcare IT products highly preferred
- Bachelor's Degree required

Compensation: Commensurate with knowledge and experience

Contact: Send resume or enquiries to careers@patagoniahealth.com