



Patient Experience Support Care Advocate & Scan Tech Support

Role Overview:

We're looking for a dedicated and skilled team member to serve in a dual capacity as both Patient Experience Support Care Advocate (CA) and Scan Tech Support. This cross-functional role is critical in executing day-to-day operational elements that create exceptional patient experiences while providing technical expertise in neurologically-focused chiropractic care assessment through advanced INSIGHT scanning technologies. You'll serve as both the frontline support for patient interactions throughout their care journey and as a skilled technician in nervous system evaluation, ensuring seamless integration of technical excellence with compassionate patient care.

Key Responsibilities:

Patient Experience Excellence & Support

- Execute exceptional patient experience protocols at every touchpoint, creating welcoming, professional, and caring interactions that serve as the primary face of the practice
- Support patient adherence to prescribed care plans through proactive communication, education reinforcement, and accountability follow-up
- Coordinate new patient experience from initial inquiry through care plan commitment, maintaining an 80% consultation to conversion rate
- Support financial consultation process by preparing patients for Report of Findings (ROF) discussions and providing administrative assistance during presentations
- Manage patient appointment scheduling with excellence, optimizing clinical team schedules while accommodating patient preferences and complex scheduling needs
- Provide essential administrative and operational support that maintains a professional, organized, and efficient practice environment
- Support community workshops and events through logistics coordination, patient communication, and follow-up activities

Clinical Scanning Operations & Technology Management

- Execute flawless scanning procedures across all INSIGHT technologies (NeuroThermal, NeuroSpinal EMG, and HRV) while maintaining high standards of precision, efficiency, and patient comfort



- Provide world-class clinical patient care throughout the entire scanning experience, ensuring each patient receives compassionate, professional, and expert care
- Monitor, document, and communicate patient progress through comprehensive scan result tracking and meaningful milestone recognition
- Support maintenance, calibration, and optimization of all INSIGHT scanning equipment to ensure consistent performance, accuracy, and reliability
- Perform daily equipment checks, troubleshoot basic issues, and maintain organized inventory while ensuring all scanning technology operates at peak diagnostic capability
- Create personalized progress experiences that celebrate improvements in nervous system function and strengthen families' commitment to care

Collaboration & Process Excellence

- Coordinate seamlessly between patient experience protocols and scanning procedures to ensure integrated care delivery
- Work closely with clinical team to track patient progress data and support care plan adjustments
- Collaborate with leadership team to refine workflows and maintain high operational standards
- Support special projects, events, and practice growth initiatives that extend impact beyond office walls
- Maintain HIPAA compliance in all patient interactions, scanning procedures, and data handling

Key Qualities & Skills:

- Naturally hospitable, calm under pressure, and energized by people
- Exceptional interpersonal and communication skills with ability to create positive patient experiences across all touchpoints
- Confident communicator with a heart for serving families navigating health challenges
- Detail-oriented with high level of accuracy in patient interactions and administrative tasks
- Tech-comfortable and systems-minded, able to learn and use practice management software effectively
- Proactive problem-solving skills to anticipate patient needs and administrative requirements
- Customer-first mindset with commitment to helping patients succeed in their healing journey
- Strong organizational skills to manage complex scheduling and coordinate multiple functions seamlessly
- Ability to multitask effectively during extended periods of standing, interaction, and fast-paced work
- Able to confidently explain the importance of scans, rhythm, and progress throughout the care journey



- Empathy and expertise in addressing patient concerns with warmth and clarity
- Bilingual (Spanish / English) capabilities to serve diverse patient populations (preferred)
- Aligned with the mission of neurologically-focused pediatric chiropractic care

This role is critical in ensuring patients receive both exceptional care experiences and precise neurological assessments that drive optimal healing outcomes and practice excellence.

The Genius of Tenacity

In Patrick Lencioni's *The 6 Types of Working Genius*, Tenacity is the gift of finishing well. People with this genius thrive on driving projects across the finish line and gain deep satisfaction from seeing goals accomplished and commitments honored. They are highly task- and goal-oriented, finding energy in closure, completion, and measurable outcomes.

For our team, this is not just valuable—it's essential. Right now, we need someone who loves to take ownership, ensure nothing slips through the cracks, and make certain that what we start gets done with excellence. If you have this genius, your natural drive for results and follow-through will be a game-changer here. You won't just be "finishing tasks"—you'll be the one ensuring momentum turns into achievement, ideas become realities, and commitments lead to real impact.

Want to learn a little bit more about us? Keep reading!

What We Do:

At Harmonized Neurology Family Chiropractic (HNFC), we are transforming the health of kids and families for generations to come. HNFC is built with one thing in mind — family health and happiness. Led by Dr. Rhonda Huff, the area's leading Pediatric Chiropractic expert, the doctor and care advocates at HNFC is truly the most heart-centered, caring, and experienced team in the world. The combination of educational, practice, and life experience is unlike anything else in health care. Our team creates an incredible healing experience for the toughest cases such as autism, epilepsy, and special needs, as well as pediatric and family wellness care. We focus on providing both a first-class clinical experience and a first-class patient experience. Our neurologically-focused chiropractic care paired with a truly patient-centered approach provided by our entire team is what truly sets HNFC apart.

Meet Our Founder

Dr. Rhonda Huff, DC, CHHC, CPT, NLP, FSM



Dr. Rhonda Huff is the founder of Harmonized Neurology Family Chiropractic (HNFC) and is a Certified Pediatric chiropractor with PX Docs and a certified Webster Practitioner with ICPA. She is an award-winning author and entrepreneur, national health speaker, certified personal trainer, functional movement and medical exercise specialist, holistic health and nutrition coach, Neuro-Linguistic Programming Practitioner, and Frequency Specific Microcurrent Advanced Practitioner.

Our Values

Impact Obsessed – Every single thing we do is designed + determined to make one thing, more impact on kids + families worldwide through Neurologically-Focused Chiropractic Care.

All In – To God, to chiropractic, to your team, to your field, to your family, and to yourself to continually remain obsessively focused, relentless, and in pursuit of this mission + vision each day.

Servant Leadership - Be a servant leader obsessed with adding value and helping others grow to their maximum potential.

Excellence in Everything - Do everything with excellence, give 1000%, and expect the same from everyone around you.

Continuous Growth - Stay humble and hungry, taking ownership in all areas of life, committing to grow personally and professionally.

The Benefits

- Competitive compensation
- Complimentary neurologically focused chiropractic care
- Opportunity to join the world's most heart-centered, caring, and experienced team of hope dealers
- Experience miracles with direct impact on children and families through neurologically-focused chiropractic care
- Cross-functional skill development in both patient experience excellence and advanced scanning technology
- Professional growth opportunities within a rapidly expanding practice led by the area's leading Pediatric Chiropractic expert
- All-In, supportive team environment focused on excellence, continuous improvement, and purpose-driven impact