

Patient Care Executive

Job Description:

Start an exciting and rewarding career with a growing regenerative medical company at the forefront of medicine! Brexo Bio is a premier regenerative medicine resource company and global provider network. We provide our patients with resources and access to customized stem cell therapies to fit their specific medical needs and budget throughout various treatment locations across the world. We pride ourselves in facilitating a superlative patient experience and ensuring that our treatment providers consistently maintain the highest level of care that patients learn to expect from Brexo Bio and our medical providers.

Stem Cell Therapy is an exciting and highly evolving industry that is at the forefront of medicine. We are experiencing tremendous growth and are seeking highly motivated, self-driven sales professionals with an entrepreneurial drive to join our team. Becoming a Patient Care Executive can be a very rewarding career as you are on the frontlines working directly with our patients to help educate them on the benefits of cell therapy for their specific medical condition. Patient Care Executives will maintain consistent follow-up with patients, schedule them for treatment and assist them in preparing for their upcoming procedures. Patient Care Executives are also involved in post-op care so they will experience first-hand how stem cell therapy helped their patients regain their lives after they've exhausted all other options with conventional medicine.

Duties and Responsibilities:

- Consistently make a positive first impression when calling patients
- Engage potential patients in dialogue that opens up opportunities
- Properly qualify prospective patients
- Commit to individual quotas/goals
- Meet Key Performance Indicators (KPIs)
- Collect patient history questionnaires and any required medical documents or reports
- Meet company expectations for excellent patient care and service
- Update contacts database and CRM accurately and consistently
- Provide information regarding product/service in an engaging manner
- Answer all customer questions honestly and accurately
- Take relevant notes on all calls for future use and enter into CRM timely
- Process orders and schedule treatments accurately
- Maintain a friendly, professional tone at all times
- Function as part of the team with sincere enthusiasm and compassion for our patients
- Negotiate sales and address any concerns/reservations of potential patients
- Telecommute

Requirements and Qualifications:

- Bachelor's or Associate's degree preferred
- Experience working with patients with auto-immune diseases and neurological conditions is a plus
- 2+ years' experience in inside sales or sales related role, preferably in tele sales
- Outstanding verbal communication skills and a positive attitude
- Basic computer skills, including Microsoft Word and Excel
- Excellent telephone etiquette
- Fluent in English language; Spanish speaking is a plus
- Experience with HubSpot, Salesforce or CRM
- Understanding of HIPAA Compliance