

Healthcare Career Paths

PATIENT
SERVICE
REPRESENTATIVE

Education
High school diploma or
equivalent

Certification
None Required

ENVIRONMENTAL
SERVICE
TECHNICIAN

Education
High school diploma or
equivalent preferred

Certification
None Required

PATIENT
SAFETY
ATTENDANT

Education
High school diploma or
equivalent preferred

Certification
BLS for Healthcare Providers
preferred

**HEALTHCARE
ENTRY POINTS**
Non-clinical

FOOD SERVICE

Education
High school diploma or
equivalent preferred

Certification
UNICO Certification preferred

Patient Service Representative

A Patient Service Representative is the first employee all hospital visitors interact with. They are responsible for ensuring a welcoming and friendly environment for all who enter, no matter the circumstance. Daily duties may include scheduling appointments, checking patients in, making sure proper forms and documentation are distributed, confirming insurance coverage, and filing/preserving/keeping accurate patient records. Provides customer service, collaborate with the clinical team, and plays an essential role in maintaining a comforting and efficient environment.

Skills: Precise documentation skills - Accuracy - Multi-tasking - Confidentiality - Organized - Customer Service - Problem-solving, Communication (verbal and written)

Patient Safety Attendant

Responsible for helping to ensure constant surveillance and safety of patients. Provides patient observation and communication both in-person and through a screen/microphone. Communicates with medical staff or care team any time a patient is in need of care beyond their scope (basic needs, hygiene, living activities). Able to manage many cases at once, has strong communication skills (both verbal and written), stays calm under pressure, and is detail-oriented.

Certification(s): Basic Life Support for Healthcare providers certification from AHA, ARC or military training is recommended. Many employers can help coordinate obtaining this certification.

skills: Environmental Awareness, Attention to Details, Accountability, Communication Skills (verbal and written), Collaboration, Adaptability, Responsiveness.

Food Service Worker

Performs a variety of tasks in the Food and Nutrition Services department. Engages in positive customer service experiences on a daily basis while completing many behind-the-scenes roles to ensure that the preparation and delivery of food is performed correctly. Can accurately follow directions for food preparation, handling, sanitation, and delivery.

Skills: Organization - Cleanliness - Routine-based - Adaptability - Preciseness - Adherence to Guidelines - Customer Service - Teamwork - Listening- Multi-tasking.

Environmental Services Technician

Performs a variety of duties to ensure cleanliness, preparedness, storage, and sterilization during hospital procedures and practice. Engage in project work and construction to ensure that new areas are ready for occupancy. Follows chain of command and successfully communicates tasks with other team members. Often relied on for directions, assistance, and guidance by hospital visitors. Must have a thorough knowledge of cleaning products, techniques, and procedures to ensure the proper safety of staff and patients.

Skills: Follow Directions - Task-driven - Diligent - Independent - Welcoming - Active.