

Nurse (Careline & Diagnostics) Resmed

Full time / Specified Purpose Contract



Create Better
Outcomes

The Company:

PEI is in business to Create Better Outcomes. Better outcomes for our patients, customers, colleagues, and industry partners. Named a "Great Place to Work", PEI works with major brands from world class manufacturers and trusted partners such as Johnson & Johnson, Ansell, Boston Scientific and ResMed. This is an exciting opportunity to work with a company whose focus is serving our customers, developing our people, and living the ABC's (Ambition, Better Outcomes & Connected Teams) and Behavioural Standards that guide us in PEI.

A professionally run, family business, with over 140 employees, PEI has been in business since 1963. Over the years PEI has moved from being a general medical distributor to become a specialist distribution partner, adding real value for the manufacturer and providing the highest standards of service to the customer

As the successful candidate you will benefit from exposure to leading medical solutions, personal development, training support and potential career progression opportunities within the company.

PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with ResMed, one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector. With over 13,000 patients using CPAP devices in their own homes and growing, this is a fast paced medical and patient focused environment. PEI is committed to delivering a first-class service. The patient is at the centre of everything the company does. This focus together with detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI brand.

The Person:

You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working.

The Role:

Reporting to the Nurse Manager, as a member of our ResMed PEI Team working in the area of Sleep Disordered Breathing and Bilevel Ventilation you will work as part of the ResMed PEI Team providing support and education to the end user, namely the patient.

You will provide support to the patient whilst working with the wider Nurse Helpline as well as in person in the Patient Clinic Room in the ResMed PEI office. The role is centred around arranging the patients diagnostic test both remotely and in clinics. The role will also focus on achieving and maintaining patient compliance on their prescribed Resmed device. Management of these patients is across digital platforms; therefore, you must be capable of working across multiple digital platforms in order to manage patients, whilst having a high level of IT experience. All the Nurse Team members are equipped to give expert advice via telephone, or in a ResMed PEI clinic.

Basic Requirements:

- Must be a registered nurse
- Excellent IT skills. Computer literate in Outlook, Word and Excel and Patient Management Systems
- Ability and confident to work across multiple digital platforms to manage patients
- Be able to plan work and prioritise daily tasks
- Proactive with excellent problem solving and decision-making skills
- Excellent interpersonal skills
- Patient and quality focused
- Experience in respiratory area desirable
- Proven attention to detail and follow through
- Self-starter/Demonstrates initiative
- Completer/Finisher

Key Skills:

- **Promotes Teamwork** – Contributes to the team, readily helps or co-operates, encourages reasonable relationships within their team. Pulls their own weight in the team.
- **Customer Relationship** – Can build rapport. Is outgoing and positive to customers. Relates well to other members of the work team or customers. Displays enthusiasm and is understated in approach.
- **Communication Skills** – Is open and receptive to other people, picks up other peoples' immediate feelings and emotions and is able to communicate basic information effectively.
- **Flexibility and Adaptability** – can deal with several tasks at once with momentum and pace, is able to cope with most normal situations, is seen as a reasonable individual capable of a healthy give and take relationship. Other individuals are able to present sensitive ideas in their presence. Is willing to compromise without compromising integrity.
- **Analytical Mind** – Ability to think rapidly. Confident decision making.

Roles & Responsibilities:

Reporting to the Nurse Manager, below is an outline of responsibilities:

- Ability to provide support and education to the end user (the patient) through Nurse Helpline & Hub and Spoke Model
- Initial therapy set up in ResMed PEI Clinical room.
- Provide CPAP follow up clinics and communicate with sales management, marketing, and other appropriate corporate departments.
- Provide telephone support service to patients remotely using Remote Monitoring Technology
- Manage and provide comprehensive solutions to existing & new ResMed patient queries.
- Use Remote Monitoring Technologies to ensure Patient Compliance
- Liaise with physicians, technicians, nursing personnel in the hospital environments, as required.
- Provide support to ResMed/PEI clinical sales support team.
- Interact with teams within PEI (Customer Service, Warehouse, Accounts)
- Create greater efficiencies with current workflow practices.
- Commitment to the provision of quality patient focused service alongside other members of the team.
- All administration and updating of patient records in online Patient Management Systems required.
- Program, dispatch and download sleep diagnostic data and send to physiologist and hospital.
- Update allocation of devices to Therefore
- Upload and create patient file
- Point of contact for referring hospitals
- Organise dispatch of oximetry devices for both current patients on CPAP and new patients.
- Working on monthly KPIs and regularly reporting on the progress of same.
- Use the system to monitor patients with decreased usage and proactively contact them to troubleshoot and offer support.

PEI Compensation Package:

To apply for this position, please send your C.V. and cover letter to hr@pei.ie, and include the job title and your name in the subject line of your email.