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## Remote Customer Service Jobs No Experience – Customer Service Work From Home Jobs – No Experience Required

### Description

**Healthcare Organization:** Community Health Customer Solutions**Position:** Patient Service Representative – Remote Operations**Department:** Patient Experience and Customer Relations**Classification:** Non-Exempt Contract Position**Compensation:** \$25.00 – \$35.00 per hour**Schedule:** Flexible Part-Time/Full-Time (5-40 hours weekly)**Work Location:** Remote Work from Home (United States)**Reporting Relationship:** Patient Service Manager

### Position Purpose and Overview

Community Health Customer Solutions seeks compassionate, dedicated individuals for remote customer service jobs no experience positions supporting patients and healthcare consumers through professional customer service delivery. This customer service work from home jobs opportunity combines meaningful healthcare support with competitive compensation and schedule flexibility. As a Patient Service Representative, you will provide essential support to patients, families, and healthcare consumers through digital communication channels including live chat, secure messaging, and social media platforms. This role requires empathy, professionalism, and commitment to helping people navigate healthcare services and resolve concerns effectively. The position offers comprehensive training in healthcare customer service, patient privacy requirements, and communication best practices, making it suitable for candidates seeking entry into healthcare support services without previous experience requirements.

### Essential Functions and Responsibilities

#### Patient Communication and Support

- Handle patient inquiries through secure live chat systems, social media platforms, and digital messaging during assigned shifts
- Provide accurate information about healthcare services, appointment scheduling, billing procedures, and patient resources
- Assist patients with account access, appointment modifications, prescription inquiries, and service coordination
- Document all patient interactions in electronic health record systems while maintaining HIPAA compliance and privacy standards
- Escalate complex medical questions to appropriate clinical staff while handling administrative and service-related inquiries independently
- Follow up with patients to ensure satisfaction with service resolution and

#### Hiring organization

Work From Home Tech Jobs

#### Base Salary

\$ 25 - \$ 35

#### Industry

Customer Service

#### Job Location

Remote work possible

#### Date posted

September 21, 2025

#### Valid through

01.01.2029

identify additional support needs

## **Healthcare Service Coordination**

- Coordinate patient appointments, referrals, and service requests through appropriate healthcare system channels
- Assist patients with insurance verification, benefit explanation, and billing question resolution
- Provide guidance on patient portal access, online services, and digital healthcare resource utilization
- Support patients in understanding healthcare procedures, preparation requirements, and post-service instructions
- Maintain knowledge of healthcare services, provider schedules, and system policies to provide accurate information
- Collaborate with clinical staff, billing departments, and other healthcare team members to resolve patient concerns

## **Compliance and Quality Assurance**

- Maintain strict adherence to HIPAA privacy regulations and healthcare confidentiality requirements in all patient interactions
- Complete required healthcare compliance training and maintain current certifications in patient privacy and safety protocols
- Document patient interactions accurately and thoroughly in accordance with healthcare documentation standards
- Participate in quality assurance reviews and implement feedback to maintain high standards of patient service excellence
- Report patient safety concerns, compliance issues, or system problems through appropriate healthcare reporting channels
- Stay current with healthcare regulations, patient rights, and organizational policies affecting patient service delivery

## **Required Qualifications and Competencies**

### **Educational Requirements**

- High school diploma or equivalent required
- Healthcare-related education or training preferred but not mandatory
- Completion of HIPAA privacy training within 30 days of employment (training provided)
- Basic understanding of healthcare terminology helpful but not required

### **Professional Experience**

- Previous customer service experience in any industry preferred but not required
- Healthcare, medical office, or patient service experience advantageous
- Experience with confidential information handling and privacy protection beneficial
- Background in helping professions, social services, or community support valued

### **Technical Skills and Equipment**

- Proficient computer skills with ability to navigate multiple software applications simultaneously

- Reliable high-speed internet connection with minimum 25 Mbps speed for secure healthcare communications
- Quiet, private workspace suitable for confidential patient interactions and HIPAA compliance
- Basic troubleshooting abilities for healthcare software and communication platforms
- Typing proficiency with minimum 35 words per minute accuracy for efficient patient documentation

## **Communication and Interpersonal Skills**

- Excellent written English communication with professional tone appropriate for healthcare settings
- Strong listening skills with ability to understand patient concerns and provide appropriate assistance
- Empathy and compassion when assisting patients experiencing health challenges or stress
- Cultural sensitivity and respect for diverse patient populations and healthcare beliefs
- Professional discretion and ability to maintain patient confidentiality in all circumstances

## **Personal Attributes and Professional Qualities**

- Genuine desire to help patients and contribute positively to healthcare experiences
- Patience and understanding when working with patients who may be anxious, confused, or frustrated
- Reliability and dependability essential for healthcare service continuity
- Ethical behavior and commitment to patient welfare and healthcare mission
- Flexibility to adapt to healthcare environment changes and evolving patient needs

## **Preferred Qualifications**

- Associate degree in healthcare administration, medical assisting, or related field
- Previous experience in healthcare customer service, medical office, or patient services
- Bilingual capabilities (English/Spanish) for diverse patient population support
- Certification in medical terminology, healthcare privacy, or patient service excellence
- Experience with electronic health records or healthcare management systems

## **Compensation and Healthcare Benefits**

### **Competitive Hourly Compensation**

- Starting rate: \$25.00-\$35.00 per hour based on healthcare experience and qualifications
- Shift differentials available for evening and weekend healthcare coverage
- Regular performance evaluations with merit-based increases for exceptional patient service
- Holiday premium pay for healthcare service during designated holiday

periods

## **Healthcare and Wellness Benefits**

- Healthcare benefits eligibility for qualifying positions and hour commitments
- Professional development support for healthcare career advancement
- Employee assistance programs supporting personal and professional well-being
- Healthcare continuing education opportunities and certification support

## **Performance Recognition and Incentives**

- Patient satisfaction bonuses for maintaining high service quality ratings
- Healthcare excellence awards recognizing outstanding patient advocacy and service
- Referral bonuses for recruiting qualified healthcare customer service professionals
- Training completion incentives for healthcare compliance and skill development programs

## **Healthcare Training and Professional Development**

### **Comprehensive Healthcare Training Program**

- 35-55 hours of specialized healthcare customer service training covering patient communication, healthcare systems, and service excellence
- HIPAA privacy and healthcare compliance training with ongoing updates and refresher education
- Healthcare terminology, medical office procedures, and patient service best practices
- Electronic health record system training and healthcare documentation requirements
- Patient advocacy principles and healthcare customer service ethics

### **Ongoing Professional Development**

- Monthly healthcare customer service workshops and skill enhancement training
- Healthcare compliance updates and regulatory change training as required
- Patient service excellence certification programs and healthcare career advancement preparation
- Healthcare industry conference attendance and continuing education opportunities for qualifying employees

## **Healthcare Performance Standards**

### **Patient Service Quality Metrics**

- Patient satisfaction scores of 90% or higher demonstrating excellent service delivery
- Response time standards appropriate for healthcare urgency and patient needs
- Accuracy in healthcare information provided and patient service coordination
- HIPAA compliance rate of 100% with no privacy violations or security breaches

- Professional communication maintaining healthcare standards and patient dignity

## Healthcare Productivity Standards

- Patient interaction volume appropriate for healthcare service complexity and quality requirements
- Documentation completion within healthcare standards and regulatory timeframes
- Attendance reliability essential for healthcare service continuity and patient care support
- Healthcare training completion and compliance certification maintenance
- Collaborative teamwork supporting comprehensive patient care and healthcare system efficiency

## Healthcare Work Environment and Culture

### Patient-Centered Care Philosophy

Community Health Customer Solutions operates under patient-centered care principles emphasizing dignity, respect, and compassionate service for all patients regardless of background, condition, or circumstances.

### Healthcare Mission and Values

- **Patient First:** All decisions and actions prioritize patient welfare and healthcare experience quality
- **Compassionate Care:** Empathetic, understanding approach to patient service and support
- **Professional Excellence:** Commitment to high standards in healthcare service delivery and patient advocacy
- **Confidentiality:** Strict adherence to patient privacy rights and healthcare confidentiality requirements
- **Continuous Improvement:** Ongoing enhancement of patient services and healthcare system efficiency

### Healthcare Team Collaboration

- Interdisciplinary teamwork with clinical staff, administrators, and healthcare support professionals
- Regular communication with healthcare providers to ensure coordinated patient care
- Participation in patient experience improvement initiatives and healthcare quality enhancement projects
- Collaborative problem-solving focused on patient satisfaction and healthcare system effectiveness

## Compliance and Regulatory Requirements

### Healthcare Privacy and Security

- Strict adherence to HIPAA privacy regulations and healthcare confidentiality requirements
- Patient information security protocols and data protection measures
- Regular compliance training and certification maintenance requirements
- Incident reporting procedures for privacy breaches or security concerns

## Healthcare Quality Standards

- Joint Commission standards for patient communication and service excellence
- State and federal healthcare regulations affecting patient service delivery
- Organizational policies and procedures ensuring consistent, high-quality patient care
- Quality assurance participation and continuous improvement commitment

## Application Process for Healthcare Position

### Required Application Materials

1. Completed healthcare employment application with accurate personal and professional information
2. Resume highlighting relevant experience, education, and healthcare-related qualifications
3. Cover letter expressing interest in healthcare customer service and patient support
4. Professional references including healthcare supervisors or colleagues if available
5. Consent for healthcare background check and credential verification

### Healthcare-Specific Selection Process

1. **Application Review:** Screening for healthcare aptitude and patient service orientation
2. **Healthcare Interview:** Discussion of patient service philosophy and healthcare commitment
3. **Scenario Assessment:** Patient service situations and healthcare communication evaluation
4. **Background Verification:** Healthcare-appropriate background investigation and reference checks
5. **Compliance Clearance:** HIPAA training completion and healthcare compliance verification
6. **Position Offer:** Healthcare employment confirmation with training schedule coordination

### Healthcare Employment Timeline

- Healthcare application processing: 3-5 business days including compliance screening
- Healthcare interview scheduling: Within 7 business days for qualified healthcare candidates
- Healthcare position decision: Within 10 business days following interview and compliance verification
- Healthcare training start: 1-2 weeks after position acceptance and compliance documentation completion

## Healthcare Career Development

### Healthcare Advancement Opportunities

- Senior Patient Service Representative: \$30-35 per hour with expanded healthcare responsibilities
- Patient Experience Coordinator: \$35-45 per hour managing patient

satisfaction and healthcare improvement

- Healthcare Customer Service Supervisor: \$40-50 per hour overseeing patient service team
- Patient Advocate Specialist: \$38-48 per hour providing specialized patient support and healthcare navigation
- Healthcare Operations Manager: \$45-65 per hour with strategic healthcare service responsibilities

## Healthcare Professional Growth

- Healthcare certification programs and continuing education support
- Patient advocacy training and healthcare ethics development
- Healthcare administration and management preparation programs
- Clinical liaison opportunities and healthcare team collaboration experience

## Community Health Mission

Community Health Customer Solutions is committed to improving healthcare access, patient satisfaction, and community health outcomes through exceptional customer service and patient advocacy. We believe that compassionate, professional patient service is essential to healthcare excellence and community well-being.

## Healthcare Community Impact

- Supporting patient navigation through complex healthcare systems
- Improving healthcare access for underserved and vulnerable populations
- Enhancing patient satisfaction and healthcare experience quality
- Contributing to community health improvement and wellness initiatives

## Equal Opportunity in Healthcare Employment

Community Health Customer Solutions provides equal employment opportunities in healthcare positions to all qualified individuals without discrimination based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status, or other protected characteristics under applicable healthcare employment law. We encourage applications from diverse candidates committed to healthcare service excellence and patient advocacy.

## Join Our Healthcare Mission

This remote customer service jobs no experience opportunity provides meaningful entry into healthcare services while offering competitive compensation, comprehensive training, and genuine career advancement potential in the growing healthcare industry. Make a positive difference in patients' lives while building a rewarding healthcare career that combines the flexibility of remote work with the satisfaction of contributing to community health and patient well-being. **Ready to begin a meaningful healthcare career providing compassionate patient service while earning competitive compensation with professional growth opportunities? Click Apply Now to join our healthcare team and start making a difference in patients' lives.** **Position Code:** CHCS-PSR-2024-003 **Healthcare Classification:** Patient Support Services **Regulatory Compliance:** HIPAA, Joint Commission Standards **Background Investigation:** Healthcare Background Check Required **Training Certification:** Healthcare Customer Service Certification Program **Patient Service Area:** Community Health and Wellness

SupportCommunity Health Customer Solutions complies with all applicable healthcare employment regulations and maintains accreditation standards for patient service excellence. Position requirements may be modified to meet evolving healthcare needs and regulatory requirements.



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