CAREERS · PATIENT EXPERIENCE TRACK · RUNG 1

Application

Patient Concierge Coordinator

FORM APP-PCC / VERSION 1.0 / TIME About 15 minutes

Thank you for your interest in joining ADIO. We hire for character and curiosity first, and we train the skills, so there are no wrong backgrounds here. Answer in your own words. We read every application, and we want to know you, not a perfect resume.

HOW TO APPLY

Send applications and your video or message to **drgaylen@gmail.com**. Tell us what stood out to you in this post and why you want this role. That step matters to us.

1 About you

FULL NAME *

PREFERRED NAME

PHONE *

EMAIL *

CITY

EARLIEST START DATE

1.1 How did you hear about this role?

☐ Job listing ☐ Friend or patient ☐ Social media ☐ Our website ☐ Other _____

2 Schedule and the role

EXCELLENCE

This role is hourly, about 35 hours a week, in our Peoria office.

QUESTION	YES	NO	LET'S TALK
Can you work about 35 hours a week?	○	○	○
Can you arrive before doors open and stay through close when scheduled?	○	○	○
Are you comfortable asking patients for payment every day?	○	○	○
The role includes repeated setup and takedown of decompression equipment and helping patients on and off the table. Can you do this, with or without reasonable accommodation?	○	○	○

3 Experience

Experience is helpful, not required. Character and curiosity matter more.

MOST RECENT EMPLOYER

YOUR ROLE THERE

DATES

WHAT YOU WERE KNOWN FOR

PREVIOUS EMPLOYER

YOUR ROLE THERE

3.1 Check anything you have done before.

- ☐ Front desk or reception
- ☐ Chiropractic or medical office
- ☐ Collecting payments
- ☐ Scheduling and rebooking
- ☐ Giving office tours
- ☐ Customer service or hospitality
- ☐ None yet, and ready to learn

3.2 Systems you have used. We train you on all of them.

- ☐ ChiroHD
- ☐ iSolved
- ☐ Other _____

4 Our four values

WHO THRIVES HERE

A few sentences each. Real examples beat perfect answers.

4.1 Gratitude. Tell us about a time you made someone's day better at work.

4.2 Excellence. Describe a time you did it right when no one was watching.

4.3 Faith. Tell us about a hard day when you backed up a teammate.

4.4 Authenticity. Tell us about a mistake you owned. What happened next?

5 At the front

GRATITUDE

5.1 Phones are ringing while three people are checking in. Walk us through your next two minutes.

5.2 A patient is surprised by a balance at checkout. What do you say?

5.3 What stood out to you in the job post, and why do you want this role?

5.4 You are interviewing us too. What would you like to ask? A great place to start is "Where can I go from here?"

> I confirm that the information in this application is true and complete to the best of my knowledge. I understand that pay is discussed during hiring.

APPLICANT SIGNATURE | DATE | PRINTED NAME | DATE

FOR OFFICE USE

RECEIVED | REPLIED | PHONE CALL | WORKING AUDITION

☐ Move forward ☐ Hold ☐ Not a fit, applicant notified