

JOB TITLE - Patient Assistance Program Coordinator

HOURS: M-F (8:30 AM – 5:30 PM)

SUPERVISOR: Director of Pharmacy

SALARY: Commensurate with Experience

FULL TIME POSITION - REPLACEMENT

PRIMARY DUTIES/RESPONSIBILITIES:

- Enrolling and assisting patients by apply for medication-related patient assistance programs.
- Complete necessary documentation and signatures from patients and medical providers as required by various assistance program.
- Scanning, sorting, and inputting all processed and approved PAP applications.
- Appropriate follow-up and completion of applications to ensure patient care.
- Respond to electronic inboxes, voicemails, and telephone inquiries.
- Identify gaps in medication access for the Waco Family Medicine patient population.
- Work directly with medical and pharmacy leadership to solve problems regarding medication access.
- The ability to work with general instructions, but will encounter variations in procedure that require use of judgment.
- Verification and procurement of medications shipped to the pharmacy.
- Process and fill prescriptions as requested by patients and pharmacy team members.
- Work directly within the pharmacy as a pharmacy technician when requested or directed by the Director of Pharmacy
- Any other duties as assigned by supervisor

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: High school diploma or equivalent and Texas State Board of Pharmacy – Pharmacy Technician certification.

REQUIRED EXPERIENCE OR SKILLS:

- Bilingual (English and Spanish)
- Excellent organizational skills, good written and oral presentation skill, and ability to work with all individuals of various socio-economic backgrounds.
- Ability to problem solve and critically think.
- Must be able to prioritize and manage workload in a fast-paced environment.
- Computer literacy and ability to operate Microsoft Word and Excel.

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