

Class Specifications
for the Class:PATIENT ASSISTANCE PROGRAM COORDINATOR
SR-20; BU:13Duties Summary:

Coordinates the Patient Assistance Program (PAP) which involves research and seeking new sources in medical assistance programs that improve the financial performance for the patients and the facility/region for indigent care; The Patient Assistance Program Coordinator performs a variety of patient services including, ensuring the availability of prescribed medications to provide continued and effective management of care and networking with physicians and community groups to provide patient assistance. This position may supervise the work of others; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is responsible for planning; promoting and coordinating the involvement of individuals and groups in the community to assist in various programs and activities for the indigent population. Demonstrates knowledge of highly complex work that involves knowledge in pharmaceuticals and assisting clients/patients in application for medical assistance programs including State (i.e., Medicaid), Federal and other commercial programs. There is regular contact with others within and outside the department and work regularly involves restricted information (i.e., financial status of the patient, diagnosis of illness, etc.).

This class may involve responsibility for the work of subordinate(s) that may include supervising various clerical and/or technical tasks.

Examples of Duties:

Responsible for coordination of a Patient Assistance Program; responds to requests from case managers, physicians, and patients requiring assistance for the indigent with medical supplies and pharmaceuticals; solicits donations of drugs and medical supplies from physicians, pharmaceutical company representatives and philanthropic organizations; reviews all prescriptions, medication orders and requisitions for a wide variety of pharmaceuticals; maintains medication log for review with licensed Pharmacist; maintains patient drug profile for new and incoming patients on program; tracks and assists with reapplication of medications for patients in PAP; works with

physicians to suggest similar medication if drugs not covered by PAP; maintains physician medicine chest following State and Federal laws; acts as patient advocate assisting in assessing and accessing programs that provide free or reduced cost share medical programs; keep up to date on the best sources of help available; participates in committee meetings and contributes to the overall planning of facility programs and activities; represents the facility in meetings with hospital departments and other community organizations; coordinates patient services for the indigent with community support agencies; conducts continuing studies and analysis for the improvement and expansion of PAP services; speaks before interested groups; develops public information material such as brochures, etc.; prepares reports and correspondence; and may plan, assign, and review the work of subordinate(s).

Knowledge and Abilities Required:

Knowledge of: Health care organizations and pharmacy operations; communication skills, arithmetic; and computer skills. Specific knowledge of medical terminology, the specific and generic names of various drugs and nomenclature; pharmaceutical systems and processes related to dosage and medication profiles; financial and payor requirements pertaining to the under and uninsured; principles and techniques of interviewing; Health Insurance Portability Accountability Act (HIPAA) regulations; Federal/State Public Health Laws and Patient Assistance Program (PAP) Guidelines.

Ability to: Establish and maintain effective working relationships with personnel possessing a wide range of educational and work experience backgrounds, agency employees and supervisors, representatives of community groups, and the general public; plan, organize and coordinate Patient Assistance Program activities; understand and apply laws, agency regulations, and other pertinent guidelines and requirements; speak effectively before groups; prepare budget and written reports; and must be able to supervise the work of others.

This is the first class specifications for the class, PATIENT ASSISTANCE PROGRAM COORDINATOR.

DATE APPROVED: May 11, 2010

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