



Job Summary:

The Patient Compliance Advocate is responsible for being a resource for active NC MedAssist patients. He/she will assist patients via telephone to review their medication profile, ensure the patients know how to order refills, and verify patient's correct mailing address. The advocate will synchronize the patients' prescriptions and alert them to any issues. The advocate will work proactively as a liaison between the social work and pharmacy staff, as well as the patient and provider to ensure medication compliance.

Performance Requirements:

1. Focus on the mission of NC MedAssist.
2. Ability to function independently, but to recognize when consultation is necessary.
3. Ability to perform duties accurately and efficiently.
4. Possess excellent interpersonal, and customer service communication skills.
5. Adhere to all rules and regulations of the North Carolina Board of Pharmacy.
6. Ability to stand statically for long periods of time and to lift up to 20 lb. boxes and totes as necessary.

Job Responsibilities and Duties:

1. Provide patient education on how the NC MedAssist free pharmacy program operates.
2. During each patient encounter, advocate will accurately and efficiently:
 - a. Update patient demographic information as required including address, telephone number, new allergies, etc.
 - b. Alert patient of recertification date.
 - c. Review medication profile with patient and synchronize prescriptions via pharmacy software. (If patient expresses concerns about a medication, the advocate will ask the pharmacist to consult.)
 - d. Advise patient of any issues with prescriptions (i.e. backorder, non-formulary, pending renewal request, etc.)
 - e. Provide patient with expected shipment date if known.
 - f. Seek data collection as requested by NC MedAssist (i.e. # of recent ER visits, patient's hospital of choice, etc.)
3. Serve as a liaison between patient and provider to obtain new prescriptions needed to synchronize medication list.

Other Duties as time allows:

1. Screen incoming prescriptions and refill requests to ensure active certification and appropriate patient information (patient name, date of birth, allergies, etc.) is recorded and legible.
2. Fills prescriptions, as defined by statute, for patients under direct supervision of a registered pharmacist:
 - a. Enter prescription information into the pharmacy software system promptly and accurately.
 - b. Obtain the appropriate drug product.
 - c. Count the proper number of dosage units to be dispensed.
 - d. Label drug product properly including any auxiliary warning labels.
 - e. Has pharmacist review and dispense completed prescription.
 - f. For in-person encounters, provides the offer to counsel to all patients picking up medications.
 - g. Packages and provides postage as necessary for mailing purposes.
3. Maintain a working knowledge of the pharmacy software system, NC MedAssist formulary, and eligibility requirements.
4. Triage patients to the appropriate resource when an encounter requires assistance outside the advocate's scope of work.
5. Maintain knowledge of MedAssist's standard operating procedures and the employment manual.

Supervision:

- The Patient Compliance Advocate will be directly supervised by the Pharmacy Manager.

Job Requirements:

1. Must have a high school diploma or GED (Bachelor's degree preferred)
2. Must be registered (in good standing), or willing to become registered with the North Carolina Board of Pharmacy
3. Must have at least 1 year of previous pharmacy or related healthcare experience (CphT certification preferred)
4. Must have excellent verbal communication and customer service skills (Ability to speak Spanish preferred)
5. Must be willing to participate as part of a team to establish relationships that foster optimal quality of patient care

Send your resume to dallen@medassist.org