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# Example of Patient Advocate Job Description

Our company is growing rapidly and is hiring for a patient advocate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for patient advocate

* Proactively build trusting relationships with patients, providers, or other stakeholders ensuring their best interests are met
* Act as a patient advocate ensuring all existing barriers impeding a needed therapy are identified and necessary steps are taken to remove them
* Manage and respond to incoming calls and determine how best to meet the needs of the customer
* Provide oversight and guidance on the transfer of prescriptions based on their degrees of urgency to specialty pharmacies as appropriate
* Assist with the training of new Patient Access Advocates
* This position services calls in a warm and empathic manner as many of the calls are sensitive in nature
* Based upon the call type and requests advocates should be able to use customer service skills, knowledge of the mental health/substance abuse field and training to effectively address callers needs in an educational manner
* Facilitates resolution of complaints/grievances/requests by patients and visitors in accordance to legal and regulatory requirements
* Maintains tracking system in accordance to organizational policy and regulatory requirements
* Collaborates with unit and facility leadership to meet customer service and clinical quality outcomes for the customer service

## Qualifications for patient advocate

* Assist in tracking oral chemotherapies, and any other OCM related requirement, as appropriate
* Communicates with internal staff and MDs as necessary based on individual patient concerns
* Is prepared to develop additional competencies related to the OCM project and internal department needs as position develops
* Bachelor’s Degree, preferably in a financial, social work, counseling or related field
* MSW in Social Work preferred
* Must have experience in Medical Oncology/Hematology or other specialty dealing with terminal care, preferably in counseling, revenue cycle management and/or pharmaceutical support program management