

# **Patient Services Manager**

## **The Charitable Pharmacy of Central Ohio**

Our vision is for all people, regardless of age, race, national origin, ethnicity, gender, disability or sexual orientation, to have affordable and sustainable access to prescription medications and pharmacy services that optimize health in our community.

The Charitable Pharmacy of Central Ohio's mission is to provide affordable and appropriate pharmacy services\* and coordinate access to health care for people who are vulnerable\*\* in our community.

\*Pharmacy Services: Medicines and necessary services to ensure optimum clinical outcomes.

\*\*Vulnerable: Those living at or below 200% of the Federal Poverty Level who are uninsured or underinsured for prescription medications.

Charitable Pharmacy of Central Ohio seeks a self-starter with a deep desire to help connect central Ohio residents to resources that improve their health and medications used to manage chronic disease states. In this role, you will be responsible for managing Patient Services including intake, qualification, case management, and resource referrals, as well as overseeing Patient Programs, including our nationally-recognized *Farmacy in the City* nutrition connection program.

Candidate Qualities: Handles Pressure Well, Strong Time Management, Well Organized, Ability to Multitask, Excellent Oral and Written Communication Skills, Reporting Skills, Confidentiality

### ***Requirements:***

- Bachelor's degree in social work, or a related field
- Prior non-profit program management experience preferred
- Minimum 3 years prior supervisory experience
- Experience and enthusiasm for strength-based solutions and customer service
- Strong oral and written communication skills
- Experience with Microsoft Office products
- Experience with Formstack software a plus
- Pass BCI and FBI background check

Schedule: Monday – Friday, 8am to 5pm. Additional hours may be required to meet the operational needs of the department and organization as a whole.

Full Time. Exempt.

### ***Responsibilities:***

#### **1. Patient Qualification and Auditing**

- Qualify new patients for pharmacy services at Charitable Pharmacy, complete intake paperwork, build patient chart in EHR, and orient patients to services and programs
- Lead patient services and pharmacy team to annually re-qualify all patients for service
- Periodically audit patient qualification paperwork internally for consistency and compliance with qualification SOPs, and prepare files for external audits (including from charitable drug distributors, third-party insurances, etc.)
- Create and provide mechanisms for patient referrals from hospitals and agencies
- Maintain pharmacy systems, manage patient data, ensure HIPAA compliance
- Evaluate patient services to ensure that they are effective
- Communicate with team and referral partners any changes to qualification processes

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- Help navigate patients that *do not* qualify for Charitable Pharmacy to other resources for accessing medications

## **2. Patient Care and Program Leadership**

- Provide one-on-one assessment of needs and patient referrals to community resources in order to stabilize their health and address social determinants of health barriers
- Provide program leadership for *Farmacy in the City* nutrition connection program, working with internal teams to generate program engagement and external partners to exceed goals and expand offerings for patients
- Generate program reports for external partners measuring patient engagement and program goals
- Capture and share high-impact stories of patient care
- Develop and maintain patient resource handouts and partnerships for patient referrals to & from hospitals, non-profits, and social service agencies
- Participate in Charitable Pharmacy’s continuous quality improvement processes, which may include designing and administering patient surveys, and organizing focus groups
- Work inter-professionally with Charitable Pharmacy staff pharmacists, students, technicians, and community health workers to deliver first-rate care to all patients
- Disseminate knowledge to Charitable Pharmacy staff regarding community resources
- Maintain operations by following policies and procedures; participating in quality reviews; and recommending process improvements when needed
- Respond to patients in crisis when necessary
- Assist in updating and maintaining accurate formulary documents for pharmacy

## **3. Patient Services Team Management**

- Train and provide ongoing supervision for Patient Services team members
- Engage and communicate with Patient Services team in regards to quality improvement projects, trainings, practice updates, etc.
- Assist in performance evaluations for Patient Services team members
- Maintain Charitable Pharmacy agency listing in OSU College of Social Work Field Database
- Interview potential field students; precept students and provide on-site supervision
- Other duties as assigned by the Executive Director

The Charitable Pharmacy of Central Ohio is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.)

**To apply please email CV and cover letter to [CharitablePharmacy@gmail.com](mailto:CharitablePharmacy@gmail.com) with subject line “Patient Services Manager”.**

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