

Social Worker: Patient Services Coordinator

The Charitable Pharmacy of Central Ohio (CPCO), Linden Community Pharmacy

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 primary **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.*

This position is a full-time position with both macro and micro level activities. The clinical activities will encompass approximately 60% of the position while 40% of the position involves representing and promoting the pharmacy and its mission collaboratively within the community. This person is a self-starter, with desire to connect central Ohio residents to resources that improve their health, with an emphasis on access to medications used to manage chronic diseases. This person understands that health is not limited to healthcare alone and desires to connect patients with resources and agencies to meet their other needs (eg. food, transportation, utility assistance, etc.)

Qualities: Handles Pressure, Objectivity, Confidentiality, Organization, Planning, Reporting Skills, Persistence, Proactive, Listening, Verbal Communication, Client Relationships.

Requirements

- Licensed Social Worker (required)
- Pass BCI and FBI background check
- Experience working collaboratively with social workers, pharmacists, physicians, nurses, and other members of patients' health care teams
- Public speaking skills
- Ability to stand for 8 hours
- Able to lift up to 25 pounds
- Willing to be trained as a certified pharmacy technician over the course of the first year (training provided by CPCO through nationally accredited program, computer-based) to assist pharmacy team and gain knowledge of prescription medication

Responsibilities

1. Strengthening Community Partnerships:
 - Identify and research local social service and health organizations that provide services that may be beneficial to CPCO patients
 - Reach out to identified agencies to learn more about their services and educate them on CPCO services.

- Create/provide mechanism for patient referrals (to & from) agencies
 - Assist with creating/ updating outreach materials for partner agencies
 - Represent CPCO at local outreach events when necessary (ex. health fairs, organization events, etc.)
 - Assist in maintaining patient resource handouts and identifying/creating materials as necessary
2. Patient Care:
- Provide one-on-one assessment of needs and patient referrals to community resources and other agencies to improve circumstances and stabilize health
 - Respond to patients in crisis when necessary
 - Maintain operations by following policies and procedures; participating in quality reviews; and reporting needed changes
 - Comply with federal, state, and local legal requirements by studying existing and new legislation; enforcing adherence to requirements; and advising management on needed actions
 - Work inter professionally with CPCO staff and students, including educating students on social worker role on the team
3. Patient Qualification:
- Screen and qualify patients for pharmacy services at CPCO
 - Answer/return phone calls and schedule patients, as needed
 - Help navigate patients that do not qualify for CPCO to other medication access resources
 - Participate in CPCO continuous quality improvement, which may include patient surveys, organizing patient focus groups, etc.
 - Evaluate patient services to ensure effectiveness
 - Assist in preparing files for audits (charitable drug distributors, insurance agencies, etc.)
 - Assist in patient data management and HIPAA compliance
4. Other duties as deemed necessary by the Executive Director and/or Board of Directors.

Changes due to COVID-19: During the COVID-19 pandemic, the Charitable Pharmacy of Central Ohio is operating curbside. There are social distancing and safety procedures in place for all team members. The building is closed to the public and will remain so for the foreseeable future. The Patient Services teams communicates with and qualifies patients over the phone. The Patient Services Coordinator will be trained at the Livingston CPCO and move to the Linden location once it is opened.

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 with subject line "Patient Services Coordinator".