



JOB DESCRIPTION

TITLE: Oncology Patient Navigator Lead – Pharmacy Tech
DEPARTMENT: Oncology
REPORTS TO: Director of Oncology Pharmacy
FLSA: Non-Exempt

SUMMARY OF JOB: The primary purpose of this position is to navigate patients who are starting on a new chemotherapy, either injectable or oral. This includes prior authorizing all injectable and oral chemotherapy orders, working with physicians to coordinate required peer to peer calls, managing all oral chemotherapy prescription refills, and coordinating care with other patient navigators and clinical staff. This position will also assist the pharmacy in providing medication and other health care products to the patients. Ensuring proper billing of drugs and communicate with medical teams regarding denials. This position is also responsible for providing excellent customer service.

As an Oncology Patient Navigator Lead – Pharmacy Tech, this position provides advanced services to assure optimal medication reimbursement and patient medication affordability. Oncology Patient Navigator Leads are expected to plan, coordinate, and implement training programs for other staff. Oncology Patient Navigators have a higher level of responsibility for departmental and organizational problem solving.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Monitoring QCLs frequently to ensure prompt attention to patient needs.
2. Obtaining prior authorizations for all oral and injectable chemotherapy orders. Documents authorizations according to hospital policies and practices. Ensures data integrity; provides statistics and reports on pharmacy operations. Assists in maintaining and improving data management systems.
3. Coordinating care with the patient, specialty pharmacy, clinical team at GVO and other patient navigators to ensure timely access to care.

4. Provide feedback to clinical teams regarding denials, barriers to service and opportunities for improving patient care experience as they move between oncology and radiology departments. And working with Nursing Navigation team to remove actual and potential barriers to care.
5. Communicating with other patient navigators to ensure prompt patient scheduling once prior auth is obtained.
6. Applies a thorough knowledge of medical and pharmacy terminology. Applies a thorough knowledge of pharmaceutical drugs and pharmaceutical conversions and calculations. Works through problems before asking for help
7. Recognizes and properly deals with others errors; resolves technical problems; establishes new procedures; coordinates work with other medical services. Develops and monitors quality control.
8. Prepares and distributes medication orders per pharmacist request according to established policies, procedures, and protocols and in accordance with local, state and federal regulations.
9. Customer Service:
 - a) Provides effective customer service by listening to the patient and understanding and responding to identified needs.
 - b) Manages difficult or emotional customer service situations.
 - c) Receives no complaints from customers or healthcare professionals regarding inappropriate or poor customer service. Demonstrates efforts to improve customer satisfaction, lower costs, and improve quality of pharmacy. Maintains strict confidentiality of customer and employee information. Complies with the HIPAA Privacy Rule Standards.
10. This position is responsible for interacting with multiple teams where various stakeholders are involved including: oncology, infusion, specialty pharmacies, prior authorization and scheduling. Excellent team working skills and communication skills are essential.
11. Cross-training to cover other patient navigators and pharmacy technicians at Grand Valley Oncology.
12. Other duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent. With 2 to 3 years pharmacy technician experience, required.

OR

equivalent combination of education and experience.

CERTIFICATION/LICENSES:

Pharmacy Technician Certification (CPhT) – Required

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Builds relationships and respects others by a courteous attitude and professional demeanor. Communicates accurately and effectively. Demonstrates ability to work as a team member. Demonstrates attention to detail. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

RISKS AND UNDESIRABLE WORKPLACE CONDITIONS:

May be exposed to hazardous and toxic substance, punctures, and falls. Pleasant, well illuminated area. Must use universal precautions.

SPECIAL KNOWLEDGE REQUIRED:

Knowledge of insurance and third party payment systems, basic pharmacy policies and procedures and knowledge of pharmacology and secondary safety procedures.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

- Attends annual compliance and privacy training.
- Responsible for complying with all federal, state and local rules and regulations.
- Must comply with the Code of Conduct Guide.
- Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.
- Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date