

The Medication Concierge (MC) is responsible for working as a liaison between staff at the clinic and the central pharmacy team. The position will work within the designated clinic located in Worthington, OH. The MC shall build client relationships, present pharmacy service options, facilitate information gathering and relay the same to the pharmacy. The MC shall be organized, a self-starter, and be familiar with medications.

Typical Duties

- Manage relationships with on-site and remote staff from within the partner clinic location, ability to travel between clinic locations as needed.
- Attend clinic staff meetings regularly to provide current pharmacy updates and continuously train and promote pharmacy benefits.
- Obtain an understanding of clinic workflow and keep up to date with process changes to provide best pharmacy practices.
- Able to manage time effectively in order to discuss patient pharmacy needs and promote pharmacy services.
- Manage existing and promote new patient relationships.
- Meet with and present all patients of the clinic with PharmBlue programs.
- Assist patients completing enrollment forms, HIPAA forms, and other release forms, as well as collect patient insurance information.
- Triage patient medication and insurance related questions; connect patient with pharmacist when needed.
- Track enrolled patient's medication cycles and refills.
- Work with internal clinic physicians and external physicians to obtain refill authorization or short fills, when necessary.
- Coordinating home delivery; occasional local delivery.
- Track patient adherence by reporting medication counts via phone or face to face meetings.
- Manage call to and from external customers; for clarification of prescriptions, requesting additional information, communicate timing of service/delivery, complete medication profile information, or relaying information to/from members of the patients care team.
- Managing specialty drug registries.
- Coordinating medication pick-up with appointment schedule.
- Perform other duties as assigned.

Requirements

- Prior experience as a pharmacy technician or a medical assistant.
- Familiar with common brand and generic equivalent medications.
- Knowledge of basic principles, theory, regulations and practices with respect to pharmacy and HIPAA.
- Clear verbal communication style via phone, in person and presenting to groups.
- Basic level skill/experience in Microsoft Office: Word (creating documents, entering and formatting text, page layouts, creating tables, and adding graphics), and Excel (creating worksheets, entering data).
- Typing proficiency of at least 25 words per minute.
- Experience in operating standard office equipment including a fax machine and scanner.
- Stellar ability to collaborate, problem solve, and empathize.

- Ability to work in an environment independently with a sense of urgency; be self-starter, self-motivating and a problem solver.
- A high degree of professionalism with respect to sensitive medical issues and information.

Qualifications and Licenses

- High school diploma/GED required.
- Current CPhT license or Certified Medical Assistant required
- At least 1 year experience in pharmacy order entry or as a medical assistant.
- Outstanding customer service skills; at least 1 year experience providing customer service. related functions to internal and external customers, including meeting high quality standards for services and evaluation of customer satisfaction preferred.
- Consultative sales and/or customer service experience preferred

Work Conditions

Work is performed in an office environment. The employee with or without reasonable accommodation must have the ability to remain in a stationary position 50% of the workday; occasionally move about inside the office to access file cabinets, office machinery, etc. and constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned