

Job Description

Division/Department	MedQuest Pharmacy		
Position Title	Patient Care Specialist (PCS)		
Reports To Title	Patient Care Manager		
*Full Time Pay Class	Exempt	SL/SB, Exemption:	X Non-Exempt

*PT Roles default to Non-Exempt, Hourly

POSITION OVERVIEW

The Patient Care Specialist is a Pharmacy Technician role responsible for placing and receiving phone calls for the pharmacy under the direct supervision of the Patient Care Manager and Staff Pharmacists. Primary duties include receiving and entering patient orders, prescription interpretation and data entry, and offering excellent service to patients and prescribers. The Patient Care team works in cooperation with other key pharmacy departments to guide patient orders from receipt to completion and shipping.

RESPONSIBILITIES

Essential Job Functions

- Effectively uses phone system for the purpose of servicing patients and providers and communicating with other team members, correctly using functions like transfer, hold, outbound calling and other functions
- Accesses computer systems to perform daily work, including RingCentral, email, eMedplus and shared folders
- Is proficient in scanning and entering prescription data into computer systems and email
- Contacts doctors' offices for patient information clarifications and refill requests
- Contacts patients regarding new prescription(s) and obtains any pertinent information related to prescription and health history, such as current medications, medical conditions, drug allergies and drug interaction/sensitivity information
- Creates documents including Universal Claim Forms, shipping labels (International and domestic, including selecting "signature required" on all controlled substance orders), and Rx Summary Reports
- Processes new orders, refills and pre-orders, noting all activity in patient notes field of pharmacy system
- Demonstrates proficiency in prescription filing for controlled/legend medication (under written date)
- Contacts internal staff for questions pertaining to same-day orders and current order statuses
- Locates and demonstrates general knowledge of Standard Operating Procedures
- Works together with all team members to promote a community of cooperation and respect
- Maintains clean, organized and efficient workstation, appropriately securing PHI and PII at close of shift
- Reports to the Patient Care Manager for all matters concerning customer service operations. In the absence of the Patient Care Manager, PCS pharmacy technicians should report directly to the Patient Care Supervisor.

Additional Duties

- May assist with annual/periodic inventory activities and occasional Saturday work events
- May serve as member of PCS eOrder team

REQUIREMENTS

- Able to perform essential functions of position as outlined above
- Must have current Utah Pharmacy Technician License in good standing
- High School Education with excellent reading and writing skills, as well as basic math skills
- Knowledge of and experience with general pharmacy regulations and compliance
- On-site presence, consistent and reliable attendance

- Computer proficiency with G Suite and MS Office applications, as well as internal use systems and programs
- Understanding of HIPAA/HITECH Privacy and Security requirements and internal Notice of Privacy Practices
- Strong verbal and written communication skills
- Able to successfully prioritize and manage a wide variety of critical and/or time-sensitive job duties
- Strong organizational skills and detail oriented, focus on efficiency and accuracy
- Previous customer service experience preferred, general compounding knowledge a plus
- Professional demeanor and excellent phone skills, comfort with both inbound and outbound customer calls, problem resolution skills
- Listening and speaking skills, expressing ideas and/or exchanging detailed information by means of the spoken word
- Able to successfully use work-assigned headset on computer-based phone system
- Able to sit and/or stand at workstation for duration of shift(s)
- Customer service focus, able to build rapport and maintain relationships with internal and external clients
- Highly collaborative individual with ability to effectively communicate and work with multiple departments/team members

Date Reviewed		
Employee Name/Signature		
Manager Name/Signature		