



CARE AMERICA
SPECIALTY PHARMACY

Employment Opportunity

Patient Relations Representative

The Patient Relations Representative serves to provide excellent customer service to patients. This includes: introducing our services to patient; informing patients about the status of their prescription orders; and assuring customer satisfaction. This is a full time salaried position in the Specialty Pharmacy Services division and reports to the Manager of Pharmacy Services.

Specific responsibilities include, but are not limited to, the following:

Core Responsibilities:

- 1) Enroll New Patients
 - a. Introduce patient to our services.
 - b. Collect and confirm patient information.
 - c. Provide welcome packet.
- 2) Communicate with Patients Regarding Their Prescription Orders
 - a. Provide status updates regarding any delay or problems in prescription orders.
 - b. Prior to delivery, confirm delivery the day and time to patient and inform patient of any payments due for the order.
 - c. Confirm and update patient information and notify staff of changes that affect delivery.
 - d. Inform Coordinator of Pharmacy Services if patient has any questions or concerns regarding their prescription medication or services they are receiving.
- 3) Follow-Up with Patients
 - a. Confirm receipt of delivered medications and offer counseling from our Pharmacist.
 - b. Conduct a customer satisfaction survey.
 - c. Offer the services of a Patient Care Manager.
- 4) Promote Caremerica Specialty Pharmacy Services
 - a. Respond to potential new patient inquiries of our services.
 - b. Offer to transfer prescriptions to our pharmacy.
- 5) Work collaboratively and effectively with various team members.
- 6) Record and maintain a log of activities and services provided to patients.

- 7) Ensure that pharmacy and patient care services are provided in compliance with Caremerica policies & procedures, government regulations, and performed ethically, and to the standards of care.

Qualifications:

- 1) Experience working in health care environment.
- 2) Familiarity with any of the following: HIV, hepatitis C, oncology, mental illness, multiple sclerosis, and fertility is helpful.
- 3) Outstanding customer service and telephone skills
- 4) Excellent verbal and written communication skills
- 5) Strong personal organizational skills with attention to detail and accuracy
- 6) Ability to prioritize a heavy workload
- 7) Professional demeanor
- 8) Problem-solving skills and ability to follow through on tasks assigned
- 9) Ability to work closely with other team members

Education and/or Experience:

- 1) 1 year of customer service required
- 2) Pharmacy technician experience a plus
- 3) Computer Skills:
 - a. General Windows-based computer skills.
 - b. Knowledge of Microsoft Office Programs.

About Caremerica Specialty Pharmacy (formerly Pharmicare Discount Pharmacy)

Caremerica Specialty Pharmacy is a leading independent specialty pharmacy company located in Baltimore, MD. Formerly Pharmicare Discount Pharmacy, the company operates in 6 states with over 100+ employees.

Inc. Magazine listed this company as one of the fastest growing companies both in the region and in the country. Caremerica Specialty Pharmacy is recognized as an innovative and customer-service oriented specialty pharmacy. In the span of 5 years, it has grown into \$50+ million company.

www.caremerica.us www.pharmacare.us

Seeking candidates who are confident, customer service oriented, and passionate about patient care.

Applicants

Please can send resume and cover letter to Richard C. Liu, Director of Programs:

Email: richard@pharmacare.us

Mail: Richard C. Liu, Director of Programs

Caremerica Specialty Pharmacy
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