

Patient Coordinator 1

Job ID
REQ-10052449
May 20, 2025
Mexico

Summary

The Patient Coordinator 1 (PC 1) is responsible for providing support and resolution for customer requests. They accurately and efficiently answer calls that are received from patients, their caregivers, and health care practitioners. The PC1 educates and addresses questions regarding the brand, enrollments, and basic case status updates as appropriate.

The PC 1 role will support high volume programs associated with retail and specialty pharmacy products.

The PC 1 may share appropriate information with patient/caregiver around other resources and services that the PSC may be able to offer or transfer them to the appropriate PSC partner, including their designated Care Navigator. The PC1 must be prepared to respond to program-related queries from customers, support enrollments, and outline information regarding co-payments (or connect the patient/caregiver to appropriate PSC resources, as needed).

The PC 1 must have strong communication skills to converse with customers about their treatment journey and be able to offer solutions in accordance with approved procedures.

A PC 1 possesses a learning mindset, the ability to accept and implement constructive feedback, and a general aptitude for continual development. In addition, the PC 1 possesses the ability to manage stressful calls as they arise, while reflecting a calm and reassuring tone and attitude for our patients, their families, and their caregivers.

About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain knowledge of NPS programs and customer workstreams; broaden program knowledge over time.
- Learn and utilize protocols to respond to customer inquiries via phone, chat, fax, intelligent chatbot, SMS / text, mail,

and e-mail inquiries as well as other communication channels in a prompt and courteous manner

- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up
- Work with support and product program teams to transfer customers to other units as needed - ensure that referrals/questions are addressed in a timely, consistent, and organized manner to avoid the delay of care for the patient.
- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up.
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of PC 1 to Supervisors.
- Engage in real-time communication with patients, caregivers, healthcare providers, team members, and stakeholders via phone while simultaneously typing accurate and coherent notes, messages, or documentation.
- Ensure all written communication is free from spelling and grammatical errors, maintaining a high standard of professionalism.
- Multitask effectively, balancing verbal and written communication to provide timely and accurate responses.
- Utilize various communication tools and platforms to facilitate seamless interaction and documentation.
- Manage confidential information in accordance with Company policy and PSC processes. Identify and report adverse events via the established Novartis systems as per applicable processes.

What you'll bring to the role:

- Education:
- High School Diploma required
- Travel requirements:
- This job requires you live within 90 miles of the East Hanover, NJ, Tempe, AZ site or Mexico City, MX offices of Novartis
- Proximity and ability to commute to work onsite in East Hanover, NJ, Tempe, AZ or Mexico City, MX as required by our hybrid model and for occasional meetings or events. To be scheduled at the discretion of the business.
- Other Work Requirements:
- When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service where the employee can work without interruption
- Ability to work the scheduled work hours, which generally will be an 8-hour shift; Working schedule is

either 8:00 am EST – 5:00 pm EST/9:30 am – 6:00 pm EST or 11:00 am EST – 8:00 PM EST, and may be subject to change to support business needs

- Ability to complete all calls once they have begun to ensure no interruption of service.
- For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role.
- Required Experience:
 - Minimum 6 months of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience) OR BA/BS degree OR US Military experience with honorable discharge in lieu of experience.
 - Experience with work that requires the balancing of multiple priorities.
 - Experience working with data entry system(s), fax machines, computer software, and telephone technology.
 - Excellent written and verbal communication skills – ability to follow oral and written directions.
 - Strong problem-solving and critical thinking skills.
 - Computer literacy in MS Word, MS Teams, Excel.
- Preferred Experience:
 - 1 year of Customer Contact Center Experience in the Pharmaceuticals industry.
 - Therapeutic area experience
 - No therapeutic area experience required.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

US

Business Unit

Innovative Medicines

Location

Mexico
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Facilities & Administration
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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