

**Philadelphia Health Corps  
Position Description  
2010-2011**

**Host Site Name and Location:** The Department of Public Health Ambulatory Health Services

**Philadelphia Department of Public Health – Health Center #6, 321 West Girard Avenue, Philadelphia, PA 19123**

**Position Title:** Patient Assistance Program Advocate

**Site Supervisor assigned to support member:** Sara Enes- Patient Assistance Program Coordinator /On-site Supervision by Clinical Director.

**Organization Description and Mission:**

The Department of Public Health, under Ambulatory Health Services has a total of 8 Health Care Centers which provides comprehensive primary medical care and preventive services to underserved communities. The mission of AHS is to ensure the availability and accessibility of primary and public health care services to residents; to maintain and or improve the provision of high quality health care to those individuals who choose the Health Care Centers; and to promote the Health Care Centers which offer 'one stop services' including the integration of traditional public health services such as immunizations, TB testing, STD services, HIV services and Women's services (family planning and prenatal).

**Service Description**

**Service Activities/Responsibilities:** This position helps uninsured, health center patients apply for free medication programs sponsored by pharmaceutical companies. The position assists people apply for two different types of PAP programs. The programs are similar to each other but, vary in the way eligibility is determined and medications are received. One is done on site, through the PAP advocate and the pharmacy and the second is done via the mail and the pharmaceutical company. In addition, this position assists eligible patients to begin the process for health insurance enrollment.

Patient Assistance Program advocate responsibilities include facilitating the procedure for program referrals, working with patients to collect appropriate documentation for enrollment, accessing and completing application materials through a web based software system, facilitating the process of having providers' complete necessary portions of the application process. Advocates enrolling patients for on site programs are responsible for ensuring all eligibility materials have been received and deeming the patient eligible for the program, based on regulations of each program. In addition, position responsibilities include creating sustainable systems for mailing, tracking and

documenting the status of applications and medications accessed, maintaining accurate records of program performance and frequent file monitoring/auditing through data entry and monthly reporting. The position requires interaction with patients through follow-up phone calls and direct mail with patients whose medications have arrived and those in need of additional documentation to enroll in programs. In addition, the position requires tracking and telephone follow-up with patients needing prescription renewals, providing support and education to health center patients concerning the Patient Assistance Program application process and requirements, communicating and collaborating with health center staff in an effort to sustain and build the program at the health center and participating in PAP training, date review and TA options provided.

### **Service Goals:**

- Reduce barriers to pharmaceuticals for uninsured clients
- Increase accessibility to pharmaceuticals
- Increase knowledge among patients and providers about the availability of free pharmaceuticals
- Create a sustainable system for operating Patient Assistance Programs
- Positively impact the medication habits of uninsured patients
- To improve service delivery of Patient Assistance Programs

### **Position Requirements/Qualifications:**

This position requires significant contact with patients, health center staff, health center management, and pharmaceutical company representatives for Patient Assistance Programs. With much interaction necessary, strong interpersonal skills, good verbal and written communication skills, sensitivity to the patient population being served and respect for confidentiality are required. In addition, the position requires professionalism, independent thinking, strong computer skills, strong organizational skills, flexibility, dedication to providing services and persistence.

### **Host Site Orientation Plan**

The member will be oriented to their site and trained for their position by a variety of individuals. To begin with, the member will be trained by the Patient Assistance Program Coordinator to learn the basic applications of operating a Patient Assistance Program. In addition, the members will receive training on the RxAssist Plus software tracking program they will be using and training on the technical aspects of PAP programs including referrals, completing applications and tracking medications. Members will be trained on the policies and procedures of the Health Department by their site supervisor. During this training, members will be trained on the established system at their health center. The training will highlight the success and barriers encountered by the previous member and with the members brainstorm ways they will handle and overcome those barriers. Throughout the term of service, the members will receive on-going training by health center staff and the Patient Assistance Program

Coordinator on developments and changes to Patient Assistance Programs as well as other needs identified by members.

**Expected Work Schedule:**

Monday – Friday 8:00am-4:30pm

One day per week (varies by site) 10:30am-7pm

**Dress Code:** Business Casual