

CCHO Job Openings

Care Coach for Patient Support Programs

CCHO is looking for a candidate for its Patient Support Programs in Lebanon

The purpose of this role is to work in coordination with CCHO project coordinator for the execution of a patient assistance program in South Beirut. The coach will address incoming inquiries from health care providers, patients, and other external parties about the program.

Core Responsibilities:

- Be responsible for all patient management activities listed below
- Initial communication with the patients who are referred to the program.
- Collect and verify documentation for financial assessment.
- Follow-up with each patient may be required to receive documentation necessary for the financial eligibility assessment.
- Communicate the final classification result to patients and providers by e-mail or mail
- All other activities which may rise related to patient management, enrollment and patient follow up
- Report adverse events to the client PV teams
- Update program database for the patients
- Attend workshops/trainings for the client sales/medical and health teams to refresh knowledge of the program
- Oversee the logistics and product delivery and solving any issues to ensure products are received by the patients
- Assist team for monitoring and evaluation of the PSP in LEBANON.

Relationships:

- Report to the Program Coordinator in LEBANON.

Core Competencies:

- Results orientation
- Diabetes experience
- Problem solving
- Customer focus
- Initiative

Educational Background and Experience:

- BSN degree is a preferred background
- Additional specialization in public health, nursing, and/or epidemiology is a plus
- Fluency in written and oral Arabic & English

Job Circumstances:

- This is a part time position that will be based in Lebanon
- Flexibility in working hours is essential