



**Rx CARE ADVOCATE  
Job Description**

Responsible for the presentation & coordination of the bedside discharge medication delivery program for assigned units/services & patients, with reporting responsibility to the Integration Manager or Coordinator.

**Specific Responsibilities:**

1. Presents Discharge Rx Delivery (DRxD) program to all eligible patients/family members for assigned units/services.
  - Obtains daily census from each assigned unit and reviews patient list for eligibility status with nurse and CM/SS, as applicable.
  - Pre-signs eligible patients to program by presenting service prior to discharge date.
  - Follows DRxD scripting for presenting program.
  - Maintains process for tracking patient status and follow up.
2. For patients accepting DRxD program, ensures patient enrollment, bedside delivery of medications & successful completion of program requirements at discharge.
  - Enrolls patient using mobile app or paper enrollment forms
  - Transmits information to the pharmacy
  - Flags patients using facility specific patient flag process (magnet on door, chart stickers, etc)
  - Monitors patient for discharge orders/Rx
  - Secures Rx(s) and transmits to pharmacy
  - Delivers Rx(s) to patient, verifies identity, completes checkout scripting and completes discharge process, securing patient signatures
  - Removes patient flag and notifies unit nurse of Rx delivery
3. Completes Daily DRxD processes in thorough and timely manner.
  - Begins each day completing Start of Day processes, obtaining smartphone, tablet, bank/cash bag, credit card square/machine
  - Ends each day completing End of Day processes, completing & submitting payment logs, reconciling bank/cash bag, turns in and charges smartphone and tablet
4. Serving as company & hospital pharmacy representative, exhibits professional demeanor, approach & appearance at all times.
  - Appearance is clean and groomed, wearing facility approved uniform and badge
  - Maintains positive, can do attitude
  - Communicates with all patients and personnel in professional manner at all times

5. Possess thorough knowledge of area(s) of responsibility, strong interpersonal skills & dedication to provide exceptional customer service.
  - Able to articulate scope of DRxD program and effectively answer patient and staff questions
  - Understands pharmacy operations to extent effects DRxD service
  - Effectively resolves any customer concerns in timely and through manner, utilizing available resources
  - Develops strong working relationships with customers/unit personnel
6. Demonstrates ability to work without direct supervision, utilizing effective time management skills & sound decision making ability within realm of role.
  - Reliable, reporting to work on time and as scheduled, completing work responsibilities as business dictates
  - Schedules time throughout the day to meet demands of the business and ensure program services are provided as presented
7. Ensures thoroughness, accuracy & timeliness of information reporting.
  - Thoroughly and accurately completes all required reporting, whether written or electronic, meeting any and all set deadlines
8. Manages financial resources in prudent manner, following finance /cash management P&P of the company.
  - Ensures assigned electronic devices (smartphones, tablets, credit card readers, etc) are used in accordance with company policy & procedures, and are protected and secure.
  - Maintains possession of cash bag at all times, reconciling all transactions at the beginning and end of each day
  - Never retains credit card numbers, nor commits to writing a credit card number, except as required to enter into mobile application
9. Compliant with all applicable regulations, including but not limited to, Protected Health Information (PHI), HIPAA, & State Board of Pharmacy.
  - Maintains patient confidentiality and protects all patient information under all circumstances
  - Ensures all patient information remains in the facility, never taking information home
10. Effectively collaborates & works in concert with other DRxD associates & pharmacy personnel to ensure successful delivery of the program.
  - Offers to help others when workload allows
  - Uses resources effectively (other DRxD associates and pharmacy operations)
  - Serves as integral part of team
11. Maintains open communication, keeping manager abreast of any material issues or concerns.

- Responds to communication, including phone, VM, email, etc., in a timely manner
  - Keeps manager informed, avoiding surprise issues and/or communication
12. Complies with all P&P, goals & objections of the organization.
- Reviews and understands applicable job policies and procedures
  - Has clear understanding of job expectations
  - Knowledgeable of performance goals and demonstrates plan to meet/exceed goals
13. Flexible & able to cover other hospitals, units, patients & responsibilities as needed.
- Takes initiative to cross train in other areas
  - Demonstrates ability to work any area at any time as needed

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