

# Patient Support Program Nurse

Job ID  
REQ-10018296  
Aug 15, 2024  
Israel

## Summary

Location: Israel, field based.

This role will be the main point of contact of the patient. Support them to better adhere to their treatment & follow their physician instructions and provide them needed info regard their treatment as well support patients manage their adverse events and with bureaucracy challenges.

## About the Role

### Your Key Responsibilities:

Your responsibilities include, but not limited to:

- Provide information and support to patients.
- Verify each patient's needs and provide personalized service according to each patient pain point in their journey within the relevant channel.
- Conduct home visits as part of support in addition to remote follow up & support according to the doctor's instructions.
- Provide general information about the disease and the treatment itself, reminder services for taking treatment / renewing prescriptions and performing tests.
- Monitor the patient's general condition (mood, weight, monitoring of side effects, general feelings).
- Support patients so they better understand what they need to do in order to get their prescription, do their tests etc.
- Work in full collaboration with the professional staff in the program (nutritionist, social worker, health coach, doctors and other nurses as required) as well as with the internal functions and teams at Novartis.
- Ability to operate medical equipment for tests (non-invasive) and explain the need for tests and surgery if required by the patient (i.e., ECG, glucometer, blood pressure).

## Essential Requirements:

- Education: Qualified Nurse.
- Experience as Nurse in Oncology or Hematology.
- Proficient Hebrew and English, both written and spoken.
- Great communication skills.
- People person, service oriented.
- Great interpersonal skills and ability to work as part of a team.
- Detailed oriented.
- Driving license.

**Desirable Requirements:**

- Background in PSP (patient support program).
- Priory experience from the Pharma industry.

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