

Patient Coordinator 1 (PC 1) Multiple Positions

Job ID

REQ-10076602

May 08, 2026

LOC_MX

About the Role

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.

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 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.

Role Requirements

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

Marketing

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_FA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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