Patient Coordinator 2

Job ID
REQ-10069272

1   07, 2026

Mexico

The Patient Coordinator will be responsible for providing support and resolution for customer requests. They will accurately and efficiently answer calls that are received from patients, their caregivers, and health care practitioners. The Patient Coordinator will educate and advise regarding the brand, enrollments, and insurance information as appropriate.

The Patient Coordinator may share appropriate information with Patient Specialty Services field teams. This information may cover program-related queries from customers, support enrollments, provide pre-authorizations for medical treatment, and outline information regarding co-payments.

The representative must have strong communication skills to converse with customers about issues they are experiencing and be able to offer solutions in accordance with approved procedures.

A Patient Coordinator will possess a learning mindset, the ability to accept and implement constructive feedback, and a general aptitude for learning and continual development. In addition, A Patient Coordinator will possess 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.

About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain knowledge of PSS 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 teams to transfer customers to other units as needed - ensure that referrals are addressed in a timely, consistent, and organized manner to avoid the delay of care for the patient
- Evolve skills to provide detailed resolution regarding program specialties over time
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Team Leads.
- Monitor and report adverse events

What you will bring to this role:

- High School Diploma required -
- Learning mindset required, including the ability to accept and implement constructive feedback
- The ability to handle stressful calls, as may arise from time to time, including the ability to reflect a calm and reassuring tone and attitude for our patients, their families, and their caregivers.
- The ability to multitask and balance multiple priorities at once.
- Strong interpersonal, telephone and verbal communication skills, including the ability to project warmth and compassion while effectively and efficiently conveying information.
- Ability to follow oral and written directions
- Strong writing skills, including the ability to interpret, capture and document the essence of customer conversations, including the recommended next steps in a clear and cogent way.

Travel requirements:

- Proximity and ability to commute to work onsite in Mexico City Office as required by our hybrid model for occasional meetings or events. To be scheduled at the discretion of the business.

Other Work Requirements:

- When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service (Novartis offers a subsidy to partially cover the cost of this technology) where the employee can work without interruption
- Ability to work the scheduled work hours, which generally will be an 8-hour shift; Working schedule is either 8:00 am EST – 5:00 pm EST/9:30 am – 6:00 pm EST or 11:00 am EST – 8:00 PM EST
- Ability to complete all calls once they have begun to ensure no interruption of service.
- For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role.

- Required Experience:
- 6 months of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience)
- Experience with work that requires the balancing of multiple priorities.
- Experience working with data entry system(s), fax machines, computer software, and telephone technology
- Computer literacy in MS Word, MS Teams, Excel….

Preferred Experience:

- 1 year of Customer Contact Center Experience in the Pharmaceuticals industry
- Therapeutic area experience

- No therapeutic area experience required.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

US

Business Unit
Marketing

Mexico

INSURGENTES

Company /Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer6960d2b3ca59e848827899"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth   var config = { targetId: "kalturaplayer6960d2b3ca59e848827899", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,

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allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
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enable transcript. expandMode: "over", //Default: alongside;(' alongside', ' hidden' , 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };


try { var kalturaPlayer = KalturaPlayer.setup(config); //Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } //Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```

VIDEO

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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