



Oncology Nurse Patient Navigator – Clinical Call Center The Multiple Myeloma Research Foundation – Norwalk, CT

Reports To: Director, Medical Communications and Education

Department: Marketing – Patient Education

Position Summary:

The Nurse Patient Navigator (NPN) is a primary liaison between Multiple Myeloma patients, families, caregivers, and the Multiple Myeloma Research Foundation (MMRF). NPNs are responsible for guiding myeloma patients through their disease journey every step of the way. NPNs will offer patients concierge service in the form of resources, suggestions, and information related to their disease. NPNs will help patients engage with the MMRF via several new and ongoing initiatives. NPNs will be responsible for other related tasks such as researching available resources, information, and materials that will provide value to patients. NPNs may also act as project managers for various initiatives and interface with the research, clinical, database, and marketing departments to complete assigned internal objectives that relate to patient communications.

Essential Functions

- Answer the Patient Support Center incoming calls during business hours
- Courteously and professionally interact with callers
- Enter caller information accurately into the Salesforce database
- Provide requested information and answer caller questions
- Manage patient inbox and reply to emails
- If necessary, perform research offline and return calls to provide requested information
- Other research and writing tasks as required
- Ability to integrate Salesforce functions such as Service Cloud, Knowledge Base, and Communities into Patient Support Center operations
- Stay abreast of new developments in myeloma regarding available resources
- Help manage and curate MMRF Facebook Community groups
- Handle patient requests from MMRF development team
- Attend training provided by pharmaceutical company and other partners to become familiar with updated information on new drug approvals and indications, and any other pertinent information
- Attend additional training related to nursing licensure and call center operations as required
- For referred patients: concierge service to help patients find clinical trials that they may be interested in and eligible for
- Work with the CureCloud patient registry team to develop necessary platforms and perform functions related to physician and patient interaction with and enrollment in the registry
- Aid patients who are interested in signing up for the MMRF CureCloud; enter their information into salesforce and help with registration process; track and curate the registration process to ensure a good experience for every patient
- Aid patients interested in the Molecular Profiling Protocol, MyDRUG, and MyCheckpoint trials and connect them via warm transfer to participating MMRC sites
- Track referrals to MMRC sites, provide reports on how many patients were referred to each site and why referral occurred



- Provide emailed and printed (shipped) materials to patients upon request

Required Experience & Competencies:

- RN with 5+ years of oncology experience; knowledge of myeloma and hematological cancers a plus
- Strong internet research skills required
- Proficiency with Microsoft Office (Outlook, Word, PowerPoint, Excel)
- Prior work in clinical trials a plus
- Experience with Salesforce database a plus
- Strong commitment to customer service
- Flexibility to adapt to evolving job roles within the organization
- Enthusiasm for multitasking and working in a fast-paced and evolving work environment
- Attention to detail
- Ability to establish and maintain patient relationships
- Enthusiasm for learning
- Superb oral communication skills including empathy, patience, active listening
- Superb written communication skills, including ability to translate technical language for a lay audience
- Ability to work flexible hours, which will include Saturdays, such that any outside job activities would require pre-approval
- Necessary training will be provided