NOVARTIS

Patient Support Program Lead

Job ID
REQ-10023202
Sep 24, 2024
South Korea

About the Role

Key Responsibilities:

Responsible for the design of operations, planning and conduct of PSP, ensuring resource and time allocation for completing all activities:

• Co-ordinate with all PSP stakeholders (POP Champion/ Medical/ Procurement/ Legal/ Patient Safety/ Compliance/ Innovation), as appropriate.

• Regularly interact with the POP Champion and the Pharmacovigilance Responsible (PVR) in order to discuss PSP and ESP performance and compliance, and collaborate with them to actively follow-up on cases of non-compliance, including late AE reporting, and to ensure appropriate action and risk mitigation (deviations and CAPAs)

• Ensure proper handover of activities when leaving the role/organization/planned leaves and liaise with POP Champion as required

• Responsible for obtaining the appropriate approvals (compliance and POPsys) for conduct of PSP in a timely manner

- Responsible for the overall management of the External Service Provider(s) (ESPs)/Healthcare Professional (HCP), being the main point of contact and ensuring the following activities are completed prior to the beginning of ESP services

- conduct of POP Supplier Quality Assessment (SQA) and other supplier qualifications (Information Security and Risk Management (ISRM)/Third-Party Risk Management Assessment (TPRM), Anti-Bribery), as applicable

- contract execution, including Pharmacovigilance and data privacy language, and

- Ensure ESP AE training completion

- Ensure associate(s) complete PSP related mandatory training

- Reconcile the enrollment forms and relevant evidences against refunded amounts on a regular basis to ensure that the right support is reaching to right patients

- Maintain and file relevant key documents including g-folder and hardcopy files with each event master binder (e.g. approval form, minutes, signed contract, vendor QC, etc.)

- Ensure quality check on all regular reports/equivalent means from vendor

• In collaboration with the Source Data Verification Responsible (SDVR), responsible for identifying source documents and ensuring they are clearly communicated to the ESP/HCP and local POP stakeholders

• Enter program details in the POPsys database throughout the conduct of the PSP

• Ensure required data is obtained to conduct monitoring activities (Adverse Event Reconciliation (AER) and Source Data Verification (SDV))

• Keep track of all required activities (FPFC/LPLC dates, AER, SDV, closure, etc.) related to PSP conduct and ensure completion before program closure in database

• Develop program materials for PSP based on approved scheme and ensure them in compliance with company guidance.

• Manage appropriate budget related to PSP(Patient Support Program) operations

• Ensure compliance with all local laws and regulations

• Support during internal/external audits and inspections as needed

• Execute financial and legal activities (development of contract, review process via CLM, payment via SRM) in accordance with internal procedure.

• Track and share program status with internal stakeholders Resolve any issue on PSP through timely notice internally and externally

Essential Requirements:

• Relevant experience with Customer service

• Cross-functional collaboration experience

• Adaptability to new technology and challenge-oriented with passion and confidence

• Solid understanding of patient and hospital environment

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. https://www.novartis.com/careers/benefits-rewards

Commitment to Diversity and Inclusion:

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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

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