



Patient Care Advocate Job Description

- Advocating for participants to ensure they get the best care and program satisfaction possible.
- Presenting Sorogi programs to participants and confirming their understanding of who to contact with questions or concerns.
- Bridging communication between participant and Sorogi staff by monitoring program participation and focusing on consistently improving participant engagement.
- Performing administrative tasks, including answering and making phone calls as well as text messages on sideline.
- Onboarding participants into Sorogi programs and training them on portal usage.
- Weekly completion of participant data entry into Excel workbook.
- Scheduling participants visit with desired Sorogi program representative.
- Prevent and resolve complaints by counselling with Sorogi staff who see a problem developing.
- Offering suggestions to resolve potential complaints and modifying practices that cause repeated issues.
- Conducting and documenting monthly participant questionnaire and feedback.
- Overseeing the daily program schedule and seeking opportunities to maximize scheduling efficiencies.
- Participating in recruitment sessions and following up with potential participants.
- Sending out emails, session reminders, and birthday cards to participants.
- Mailing out, documenting, and confirming receipt of testing devices or incentive gift cards.
- Updating job knowledge by participating in continuous education sessions.