

Manager, Clinical Engagement & Provider Relations

Overview

At Elevate Health Technologies, the Manager, Clinical Engagement & Provider Relations leads the design and execution of clinical engagement programs that drive measurable outcomes for Medically Integrated Dispensing (MID) and Infusion-in-Office (IOI) practices. This role bridges clinical strategy, provider communication, and patient engagement to ensure every interaction—between Elevate Health Technologies, healthcare provider offices, and patients—is meaningful, data-driven, and clinically aligned.

The Manager oversees Elevate Health Technologies' engagement framework across provider accounts, collaborating closely with clinical teams, provider offices, marketing and technology partners to optimize engagement journeys, streamline workflows, and measure impact on adherence, satisfaction, and outcomes. Reporting to the Director of Clinical Pharmacy Innovation, this position plays a pivotal role in transforming how Elevate Health Technologies connects patients, providers, and data within integrated care environments.

Key Responsibilities

Onboarding & Preparation

- Work with Marketing to create engaging, clear cobranded welcome packets and educational materials tailored to MID and infusion procedures, including medication details and preparation steps, ensuring alignment with provider office branding and expectations while adhering to Elevate Health Technologies brand guidelines.
- Develop appointment reminders and preparatory communications (i.e., emails, texts) to minimize no-shows and ease patient concerns, incorporating provider-specific messaging preferences.
- Partner with clinical teams and provider office staff to ensure pre-appointment content is accurate, patient-friendly, and consistent with provider protocols.
- Partner with marketing to ensure initiatives are implemented appropriately (welcome kits are assembled and distributed; surveys are distributed)

Clinical Experience & Coordination

- Design workflows to enhance in-clinic interactions, such as staff communication scripts, patient navigation aids (i.e., signage, digital tools), and real-time support processes tailored to integrated provider workflows.
- Collaborate with provider office clinical staff (i.e., nurses, pharmacists, clinical specialists) to address patient questions during dispensing or infusion sessions.
- Optimize the in-office experience for clarity, comfort, and operational efficiency while adhering to provider office standards.

Follow-Up & Ongoing Support

- Develop follow-up protocols, including automated messages, clinical assessment surveys, and adherence check-ins, customized to reflect provider office preferences and patient needs.
- Partner with Marketing to produce accessible resource packets for home care, side effect management, and ongoing support, ensuring consistency with provider office messaging and cobranding.
- Analyze patient feedback data to refine engagement strategies and improve outcomes, sharing insights with provider and Elevate Health Technologies executive team to align on goals.

Strategic Oversight

- Collaborate closely with Elevate Health Technologies' clinical, marketing, devops, and business units, as well as provider office teams, to align patient engagement with organizational and provider goals such as retention and cost efficiency.
- Leverage data analytics to track engagement metrics (i.e., satisfaction scores, follow-up completion rates) and share findings with provider offices and internal marketing for continuous improvement.
- Develop reporting frameworks to measure and communicate patient engagement metrics, identifying trends and opportunities to enhance program effectiveness.
- Drive innovation in clinical communication strategies, exploring emerging digital tools and behavioral methodologies to enhance patient experience and clinical outcomes.
- Ensure all communications and materials comply with HIPAA, FDA, and other regulatory standards, as well as provider-specific compliance requirements.
- Lead or support implementation of new clinical engagement workflows and provider onboarding processes across IOI and MID programs.

Qualifications

Education

- Bachelor's or Master's degree in Healthcare Administration, Pharmacy, Nursing, Communications, or a related field — or equivalent experience of 5 years.
- Pharmacy Technician license or CPhT certification is preferred, particularly with experience supporting Specialty Pharmacy operations or Clinical Support teams.

Experience

- Minimum 5 years of experience in Specialty Pharmacy, Clinical Support Services, or Patient Engagement, preferably in a MID or infusion setting.
- Background supporting pharmacists, clinical specialists, or nursing teams within patient-facing programs.

- Demonstrated empathy and understanding of what patients need to succeed in long-term therapy — from adherence support to emotional and educational guidance.
- Proven ability to manage multiple priorities and deliver program execution within a healthcare or specialty environment.
- Experience in program or project implementation, including supporting or leading new clinical program rollouts, system integrations, or workflow launches within healthcare or specialty pharmacy settings.

Communication Skills

- Exceptional ability to craft clear, empathetic, and accessible patient-facing materials using plain language.
- Experience with marketing automation or digital communication platforms for patient and provider engagement is a plus.

Clinical Knowledge

- Familiarity with MID and infusion processes, including medication administration, side effect management, and patient safety protocols.

Operational / Business Skills

- Experience with workflow optimization, automation platforms, and data analytics to drive engagement and business outcomes.

Collaboration & Soft Skills

- Strong ability to collaborate across teams — clinical, technical, and operational — to align communications with provider expectations and standards.
- High empathy, cultural competency, and emotional intelligence for diverse patient populations.
- Skilled in cross-functional teamwork with provider offices and internal business partners.
- Ability to thrive in a fast-paced environment

Certifications & Publications

- Certified Patient Experience Professional (CPXP) or equivalent certification is a plus.
- Published work or research in patient engagement, healthcare communication, or specialty pharmacy programs is highly valued.

Key Performance Indicators (KPIs)

- Patient Engagement: Achieve a 20% increase in patient follow-up completion rates across integrated provider offices.
- Satisfaction Improvement: Improve patient satisfaction scores (i.e., HCAHPS or NPS) by 15%, in alignment with provider feedback.

- **Operational Efficiency:** Reduce appointment no-shows by 15% through effective communication strategies.
- **Program Execution:** Launch and sustain engagement workflows across IOI and MID within 90 days of hire.
- **Compliance:** Maintain 100% compliance with regulatory standards and provider requirements in all communications.

Working Conditions

Full-time remote position with occasional travel to provider offices for collaboration, shadowing of clinical workflows, or alignment meetings to ensure communications meet provider expectations.

Pace & Collaboration

Fast-paced healthcare environment requiring virtual collaboration with Elevate's clinical, marketing, IT, and administrative teams, as well as provider office staff via video calls, emails, or remote tools.

Independence

Ability to work autonomously with strong time management and initiative, balancing creativity with execution discipline.

Compensation

Salary Range: \$80,000–\$120,000 annually, based on experience and location.

Elevate Health Technologies is committed to creating an inclusive environment where every team member can thrive and contribute to improving patient outcomes through innovative healthcare solutions.



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