Patient Support Specialist

Location: Onsite in Arden Hills, MN office
Travel: Up to 20%
Department: Patient Support / Commercial Operations

About the Role

The Patient Support Specialist is a key point of contact for patients throughout the Altius therapy journey. This role provides compassionate, compliant education and support, helping patients understand their treatment options, navigate the patient pathway, and overcome barriers to care.

Working closely with the local Altius Care Team—including the Territory Manager and Clinical Specialist—you will support patients from initial interest through screening, consultation, implant, and activation.

The ideal candidate is an empathetic, self-motivated problem-solver who can build trust with patients, clearly communicate complex medical information, and proactively identify ways to create a seamless patient experience.

Key Responsibilities

Patient Education & Support

- Serve as a trusted point of contact for patients throughout the Altius therapy journey.
- Provide timely, compassionate, compliant, on-label education regarding chronic post-amputation pain, Altius therapy, and the treatment process.
- Educate patients on the patient pathway, including consultation, screening, implant, and programming, while setting appropriate expectations.
- Collaborate with local Altius representatives and providers to prepare patients for each stage of treatment.
- Connect patients with appropriate peer, support-group, and community resources.
- Provide ongoing education, encouragement, and support between key pathway milestones.

Barrier Identification & Care Coordination

- Identify and proactively address logistical, informational, scheduling, and other barriers to care.
- Coordinate appropriate resources and support to help patients progress through the therapy journey.

- Assist with provider coordination, scheduling, and other patient needs within the scope of the role.
- Direct insurance and reimbursement questions to the appropriate patient access and prior authorization teams.
- Serve as a liaison among patients, providers, the Territory Manager, and Clinical Specialist.
- Provide technical support and patient education as appropriate and within role responsibilities.

Cross-Functional Collaboration

- Partner with the Territory Manager, Clinical Specialist, and internal teams to support patients and resolve complex cases.
- Facilitate clear, timely handoffs at key pathway milestones.
- Share patient insights and recurring barriers with internal teams to improve the patient experience.

Documentation & Reporting

- Accurately document patient interactions, follow-up activities, and outcomes in accordance with HIPAA and applicable privacy requirements.
- Track product feedback and complaints and coordinate appropriate follow-up with internal teams.
- Maintain timely, accurate documentation to support continuity of care and effective collaboration.

Qualifications

Required

- Associate's or Bachelor's degree, or equivalent experience.
- 2+ years of experience in a patient-facing and/or medical device environment.
- Experience in patient navigation, patient support, care coordination, clinical support, social work, health education, or medical device support.
- Strong problem-solving skills and a proactive, resourceful approach.
- Excellent communication, active listening, and interpersonal skills.
- Ability to build trust and rapport with patients navigating complex healthcare journeys.
- Ability to understand medical therapies and devices and explain complex information clearly to non-clinical audiences.
- Strong organization, attention to detail, and ability to manage multiple priorities.
- Ability to work independently and effectively across cross-functional teams.
- Comfortable working onsite and using computer-based systems throughout the workday.

Preferred

- Familiarity with limb loss, chronic pain, amputee care, rehabilitation, or related patient populations.
- Experience supporting patients within a medical device or specialty-therapy company.
- Clinical or allied-health credential.
- Experience with neuromodulation, spinal cord stimulation (SCS), peripheral nerve stimulation (PNS), or similar therapies.

Work Environment & Travel

- Primarily onsite in Arden Hills, MN, with regular interaction with patients and internal teams.
- Ability to work at a computer and use telephone and digital communication platforms for extended periods.
- Ability to travel periodically, up to 25%.

About Neuros Medical, Inc.

There are over two million amputees in the U.S., with an estimated 185,000 new amputations occurring every year. Post-amputation pain includes both phantom limb pain and residual limb pain and impacts nearly one million Americans, representing a significant unmet medical need as existing treatment options are limited and consist primarily of opioids and gabapentinoids. Neuros Medical is a privately held company and the maker of the Altius® Direct Electrical Nerve Stimulation System designed for the treatment of chronic post-amputation pain. Our mission is to reduce pain and restore life for people suffering with post-amputation pain. We are a passionate team guided by our core values and committed to our patients and the healthcare professionals who care for them.

Our Core Values:

Patients First. Team Before Self. Deliver Excellence. Accountable. Humility.