

DIRC Coordinator

REPORTS TO:

Senior Manager, Drug Information

PURPOSE OF POSITION:

Provide operational support to the management and staff of DIRC pertaining to the storage, retrieval and dissemination of drug information and call documentation data.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Accountable for the scheduling process of DIRC and Telehealth pharmacists.
- Accountable for maintaining DIRC subscription accounts.
- Responsible for the co-ordination of DIRC subscription drives including call-outs to non-subscribers.
- Faxes and mailing of medical responses.
- Accountable for the accurate, timely transcription and triage of drug information requests received from the DIRC voice mailbox, emails and faxes.
- Assist in assessing and selecting relevant drug product information and compiling information onto MEDdB (including investigational / special access drugs, new products, discontinued products, manufacturer's directory, product monograph updates, and product advisories).
- Update the index database, XdB.
- Create the annual Investigational Drug List for CSHP distribution.
- Assist in sourcing, evaluating and inputting useful drug information websites to the specialty database, WEBdB.
- Accountable for drug information reference maintenance procedures (including order, payment, expenditure, and utilization reports, journal review assignment chart, drug information search categories chart) with the creation and maintenance of the drug information reference management dB (RdB).
- Accountable for preparing statistical reports as required for third parties, e.g. pharma companies, as required by contracts.
- Act as liaison with applicable third party groups.
- Assist with querying drug information answers from QAdB for drug information pharmacists (e.g. obscure subjects, current topics, FAQs) as required.
- Assist drug information pharmacists with literature retrieval for drug information files and requests.
- Responsible for updating the DIRC fax-back system with current drug information topics (including recording of verbal summaries).
- Medical reference ordering, recording, distribution to pharmacists and upkeep of medical references inventory.
- Work in collaboration with drug information pharmacists to update e-reference materials as applicable.

EXPERIENCE AND ATTRIBUTES REQUIRED

- Detail-oriented
- Demonstrated customer-centric service
- Superior computer skills in Microsoft applications including Word, Excel, Access etc.
- Demonstrated organizational skills, problem-solving skills, communication skills
- Medical terminology and bilingualism are assets

If you are interested in applying for this position, please forward a covering letter and résumé to hr@opatoday.com (ref: DIRC Coordinator) by September 3, 2010.