

Patient Journey Specialist _ HCM

Job ID
REQ-10073051
мар 03, 2026
Вьетнам

Сводка

Location: Ho Chi Minh

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Patient Journey Specialist supports patient journey optimization initiatives in SI TA ei. Psoriasis, Breast Cancer, Ankylosing Spondylitis in the Southern region under the direction of the Patient Journey Manager. This field-based role works with hospitals and key stakeholders to address patient pain points across diagnosis, treatment, and disease management.

About the Role

Major accountabilities:

Work closely with Manager(s) and cross functional team to:

- Execute patient journey initiatives across key stages (identification/referral, diagnosis, treatment, following up, education).
- Collect information to support hospital mapping and prioritization.
- Gather hospital-level data and insights on treatment gaps and process barriers.
- Coordinate with hospitals to support co-creation and execution of agreed initiatives.
- Implement activities such as education, scientific exchange logistics, protocol/SOP updates, and referral support.
- Track project execution and KPIs; prepare progress updates internally and externally.
- Build professional relationships with hospital departments and stakeholders.
- Ensure compliance with Code of Ethics and BeSure guidelines.
- Perform other tasks as assigned.

Key performance indicators:

- Patient/ customer impact metrics, examples: improvement in number/ rate of referral, diagnosis, treatment compliant to standard guidelines, patient outcome improvement, establishment of new standard of care in account level, reduction in healthcare system cost/ waste...
- Quantity and quality of hospital's patient journey optimization.
- Internal and external stakeholder satisfaction.

Requirements:

Education:

- Bachelor's degree in Pharmacy, Medicine, Public Health, or related fields. Pharmacist or Doctor is an advantage but not a must

Work experience and Competency:

- Previous understanding of the healthcare system, patient journey, experience in commercial/medical roles is a plus.
- Ability to engage with external stakeholders ei. KEE, HCP, HCO and internal stakeholders ei. cross functions
- Digital savvy is a plus.
- Project management and execution skill to ensure deliverables, timeline, documentation.
- Good communication and presentation abilities.
- Strong personal integrity, teamwork abilities, and a customer focus mindset.
- Adaptable and able to work with complexity and uncertainty.

Languages:

- Proficiency in Vietnamese
- Intermediate English level.

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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Дивизион
International
Business Unit
Development
Место
Вьетнам
Сайт

Vietnam
Company / Legal Entity
VN04 (FCRS = VN004) NVS Vietnam Company Ltd
Functional Area
Research & Development
Job Type
Full time
Employment Type
Regular
Shift Work
No

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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