

Patient Advocate

Full-time, San Francisco

Rupa Health is fundamentally improving health for every person on the planet, by using technology to bridge the gap between Eastern and Western medicine. Our goal is to radically improve healthcare by making it easier for chronically ill patients to access science-backed alternative therapies.

Basically, our goal is to help chronically ill patients (>50% of America) get better, faster. <3

You'd be joining our all star founding team of female Stanford grads who have 10+ years experience in the space, have won awards for their biotech research, worked hands on with chronically ill patients, and much more. We each have very personal reasons for being in this space as well - we've seen firsthand the impact of alternative care and are committed to this cause.

The position

Our Patient Advocate will be the frontlines of patient interaction. You'll be working one-on-one with patients to help them access the right resources and the right practitioners- which right now include nutritionists, acupuncturists, naturopathic doctors and functional medicine practitioners.

We're looking for someone who is excited to own the entire patient relationship— everything from patient acquisition (involving some product marketing), to 1-1 communication with patients via email and chat, to education in the form of writing content, and then working with the rest of the team to iterate on the whole process and make the customer experience delightful.

You'll be the voice of the patient on our team, and get to have massive influence on product and company direction.

What you'll do:

- Be on the frontlines of responding to patient questions, and matching them with practitioners through both our Rupa Health network, and outside of that network through research
- Address questions related to alternative medicine, paying, going, etc, which may involve research and content-writing
- Be 'scrappy' and do anything you need to to get the job done and in some cases to acquire patients
- Help with patient billing in some cases
- Collaborate with design, engineering and product to improve the entire patient experience
- Support and cultivate our fun and vibrant office culture!

Office perks!!

- Beautiful office in the heart of the mission overlooking the puppies at the SPCA
- Standing desks and nap pods
- 24/7 access to  snacks (chocolate-covered almonds anyone?)
- Team breakfasts and off-sites at our founder's crib
- Playing with our office dog, Poppy the mini pomeranian fluffball

🐱 About you:

- You want to work on a small team, where day-to-day is fast-paced and you'll wear many hats as well as juggle a lot of tasks
- You have outstanding interpersonal communication skills, both written and verbal
- You are a self-starter and able to see what needs to be done 3 steps ahead
- You are willing to do a bit of marketing and patient acquisition- no matter what it takes!
- Prior customer service or healthcare experience is a plus
- Some experience in science or technical writing—in making complex subjects and explanations simple!
- You have a Bachelor's degree or more

Would be 🔥🔥🔥 if you had:

- Previous startup (<50 people) experience is a plus!
- Any past marketing experience
- Personal experience with the impact of alternative medicine or frustration with current standard of healthcare

The company is headquartered in San Francisco, and this is a full-time role. See more here: www.rupahealth.com.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

