

Ishaan Buchanan

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SUMMARY

Patient support operations director with 13 years across pharmaceutical and healthcare environments, including seven years leading managers and multidisciplinary teams larger than 15 employees. Directs oncology, cell therapy, access, affordability, **case management**, call center, **workforce planning**, **service quality**, budgeting, forecasting, vendor governance, and **performance management**. Converts patient, caregiver, treatment center, and operational insights into scalable service models with measurable improvements. Leads cross functional work across Commercial, Medical Affairs, Legal, Compliance, Technology, and external partners. Applies Salesforce, reporting platforms, Excel, PowerPoint, automation, and responsible AI capabilities within FDA, HIPAA, and SOP requirements. Develops leaders, strengthens engagement, guides transformation, and balances compassionate customer service with compliance, operational discipline, and fiscal stewardship.

EXPERIENCE

Director, Patient Access and Support Operations

January 2022 - Present

Asterion Cell Therapy Services

Philadelphia, PA

Leads three managers and 28 employees across oncology and cell therapy **patient support** programs. Owns service capacity, training, quality, financial planning, vendor governance, technology improvement, compliance, and executive performance visibility.

- Led three managers and 28 employees across **oncology** programs, aligning capacity with treatment demand.
- Built operating scorecards for service levels, case progression, access barriers, quality, and **workforce capacity**.
- Directed budgeting, forecasting, vendor governance, and **resource allocation** across patient support operations.
- Established routines with Commercial, **Medical Affairs**, Legal, Compliance, Technology, and **treatment centers**.
- Sponsored Salesforce workflow enhancements, reporting automation, and responsible AI pilots with privacy oversight.
- Led SOP and digital process changes through manager coaching, training, feedback, and performance monitoring.

Senior Manager, Patient Support Services

March 2019 - December 2021

Helix Oncology Access Partners

Princeton, NJ

Managed supervisors and 18 case managers supporting oncology enrollment, access, affordability, onboarding, and treatment center coordination. Combined workforce planning, compliance controls, supplier oversight, **customer insights**, and **leader development**.

- Managed two supervisors and 18 case managers supporting oncology **access and affordability** services.
- Redesigned **workforce planning** around case complexity, volume, and treatment milestones for steadier coverage decisions.
- Created HIPAA and FDA quality reviews, translating requirements into repeatable call center procedures.
- Managed suppliers supporting patient communications and **technology**, reviewing performance and escalating operational risks.
- Used **Salesforce** reports, Excel analysis, and customer feedback to prioritize access process changes.
- Developed supervisors through coaching, calibration, and stretch assignments that strengthened leadership continuity.

Manager, Patient Services

June 2016 - February 2019

Beacon Specialty Care Solutions

Wilmington, DE

Led a 14 person patient services team supporting specialty medication access and affordability programs. Managed staffing, training, CRM visibility, **compliance** workflows, executive reporting, service continuity, and employee development.

- Led a 14 person team supporting specialty medication **access and affordability** programs.
- Introduced case review huddles and escalation standards for complex coverage support issues.
- Translated SOP and privacy requirements into training materials, quality checks, and frontline workflows.
- Refined CRM fields and dashboards with technology teams, improving case status visibility.
- Managed schedules, onboarding, performance discussions, and development during program growth.
- Prepared PowerPoint reviews and Excel analyses linking service trends with resource priorities.

Senior Patient Access Specialist

July 2013 - May 2016

NovaBridge Patient Services

Baltimore, MD

Managed complex specialty therapy cases involving benefits, affordability, onboarding, provider coordination, and support partners. Strengthened documentation, escalation, training, workflow testing, and frontline insight within compliant patient services operations.

- Managed specialty therapy cases involving benefits, affordability, onboarding, and provider coordination.
- Maintained CRM documentation while applying **HIPAA**, **SOPs**, and defined escalation pathways.
- Analyzed enrollment patterns that informed job aids, training updates, and process refinements.
- Supported new hire learning through coaching, demonstrations, and compliant documentation guidance.
- Coordinated escalated cases across pharmacy, reimbursement, provider, and operations stakeholders.
- Tested revised screens and procedures before broader technology and workflow deployment.

Patient Support Coordinator

Cedar Grove Health Navigation

October 2012 - June 2013

Harrisburg, PA

- Coordinated inquiries, enrollment documentation, referrals, and follow up for healthcare support programs. Built foundational experience in **case management**, customer service, privacy, escalation, documentation, and supervised quality review.
- Coordinated inquiries, enrollment documents, and referrals under established healthcare procedures.
 - Documented customer interactions in case systems while protecting confidential information.
 - Routed coverage, affordability, and clinical questions to appropriate specialists.
 - Tracked open requests and gathered missing information from providers and service partners.
 - Learned call handling, quality, **customer service**, and escalation practices through monitored reviews.
 - Shared recurring documentation questions with team leads, supporting clearer frontline reference materials.

PROJECTS

Cell Therapy Support Transformation 📅 2024

Improved patient support operations through Salesforce workflow updates, reporting automation, responsible AI pilots, manager coaching, and privacy focused governance.

Oncology Workforce Planning Model 📅 2021

Reworked coverage decisions around case complexity, incoming volume, and treatment milestones, creating a steadier operating model for oncology services.

LEADERSHIP & AWARDS

- Mentor, Patient Services Leadership Development Cohort, 2022 - Present
- Member, Healthcare Contact Center Operations Forum, 2021 - Present
- Recognized for developing supervisors and strengthening accountable patient support leadership

EDUCATION

Master of Health Administration

Temple University GPA: 4.0

2018

Philadelphia, PA

Coursework: Healthcare operations, strategic planning, financial management, quality improvement

Bachelor of Science in Health Policy and Administration

Pennsylvania State University GPA: 4.0

2012

University Park, PA

Coursework: Healthcare policy, health systems, public health, healthcare finance

CERTIFICATIONS

- Certified Patient Experience Professional 📅 2024
- HIPAA Privacy and Security Training 📅 2026

TECHNICAL SKILLS

- **Patient Support Services:** CAR T support, oncology services, access and affordability
- **Call Center Operations:** Case management, workforce planning, service quality
- **Customer Relationship Management:** Salesforce, CRM systems, customer support platforms
- **Reporting and Analytics:** Reporting platforms, Excel, operating scorecards
- **Presentation Tools:** Microsoft PowerPoint, executive presentations, performance reviews
- **Compliance Standards:** FDA regulations, HIPAA, SOPs
- **Financial Management:** Budgeting, forecasting, resource allocation
- **Vendor Management:** Supplier governance, vendor relationships, service expectations
- **Digital Operations:** Digital solutions, automation, workflow enhancement
- **Artificial Intelligence:** AI enabled capabilities, responsible AI, knowledge retrieval
- **Leadership Practices:** Inclusive leadership, developing others, performance management
- **Improvement Methods:** Continuous improvement, process optimization, change management

SKILLS

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|--------------------------|-------------------------------|--------------------------|---------------------------|
| • Continuous Improvement | • Customer Satisfaction | • Developing Others | • Leadership |
| • Customer Centricity | • Customer Service Philosophy | • Emotional Intelligence | • Performance Measurement |

- Customer Relationship Management
- Customer Support Operations
- Fact Based Decision Making
- Process Optimization
- Customer Retention
- Customer Support Platforms
- Inclusive Leadership

PROFESSIONAL AFFILIATIONS

- Healthcare Contact Center Operations Forum, member since 2021
- Patient Services Leadership Development Cohort, mentor since 2022
- Professional focus includes patient access, oncology support, customer experience, and compliant operations

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST