



Jill L. Pollander, RN, MSN
Director of Patient Services

Jill Pollander serves as the Director of Patient Services at the National Organization for Rare Disorders (NORD). In this role, she oversees NORD's Patient Services Department including Patient Assistance Programs and Information Services. Jill and her team assist close to 10,000 patients annually with access to necessary care and treatment for their rare diagnoses.

Prior to joining NORD in 2019, she led underwriting and physician services for a professional liability insurer, managing risk and medical malpractice coverage for hospitals, academic medical centers and over 10,000 physicians. As a registered nurse, Jill has over 30 years of diverse professional healthcare experience, from the emergency department to long-term care, with a specialty in pain management and palliative care. She was the founding chair of a nursing program at a small proprietary college and takes pride in having had the opportunity to share her diverse experience with future healthcare practitioners.

Always a nurse regardless of role, Jill is a fierce advocate for patients and their access to appropriate care and treatment. Personally, she has experienced that "rare isn't really rare," having both friends and family diagnosed with rare diseases and assisted in navigating their rare journeys. She is committed to using her experience and passion for patients in her position at NORD.

In addition to graduating as a Registered Nurse from Northeastern University, Jill is a strategic health care services professional with a Master of Science in Nursing from the University of Phoenix.

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