



## **IDENTIFICATION**

<b>Department</b>		<b>Position Title</b>	
Northwest Territories Health and Social Services Authority		Supervisor, Medical Travel	
<b>Position Number(s)</b>	<b>Community</b>	<b>Division/Region(s)</b>	
17-5425	Inuvik	Ambulatory Care and Medical Affairs/Stanton	

## **PURPOSE OF THE POSITION**

This position is responsible for supervision of the day-to-day operations of the Inuvik medical travel office located within the Beaufort Delta Region, for Stanton. The Inuvik office is responsible for scheduled patient medical travel requests during normal government business hours and for coordinating, tracking and recording the movements of all patients and escorts who arrive in or leave Inuvik for medical attention. The Inuvik office coordinates medical travel arrangements for residents dispersed over a vast geographic area comprising 13 communities in the Inuvik and Sahtu Regions of the Northwest Territories (NWT).

The incumbent provides advice and guidance in regards to benefit entitlements for each patient and escort according to the Government of Northwest Territories (GNWT) Medical Travel Policy, other related policies, directives and acts. The incumbent's decisions and recommendations affect the way the Medical Travel Program is delivered which impact patients and escorts directly but can also impact various other parties such as health professionals, patient families, health facility services, contractors, and vendors on a daily basis.

## **SCOPE**

Stanton is an accredited facility, located in Yellowknife, Northwest Territories. Stanton is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to both adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. Stanton recognizes the health hazards associated with tobacco in the workplace, both to

smokers and non-smokers alike. Therefore, Stanton maintains a tobacco free environment within the building and throughout the property.

This position is located in Inuvik and reports to Stanton's Manager, Medical Travel (Manager). The incumbent is responsible for the training, guidance and direction of two medical travel officers in Inuvik, including the interpretation of medical travel benefit entitlements for all patients and escorts that come to Inuvik for treatment. The incumbent communicates and explains these benefits to their clients and other interested and inquiring parties such as health professionals, service providers, etc. while maintaining strict patient confidentiality.

The incumbent acts as a liaison and expert advisor on the Medical Travel Program to health professionals, Community Health Centre nurses and clerical staff and all medical travel officers (10) in the NWT who authorize medical travel on behalf of Stanton on a daily basis.

The incumbent assists in the development, maintenance and evaluation of procedures for both routine and emergent medical travel and plans, coordinates and monitors ground transportation and air contracts on a daily basis.

The incumbent plays an active role on Beaufort Delta Region committees (i.e. Medevac Quality Improvement Committee).

The incumbent must provide the direction for the dispatching, tracking and documentation of all emergency medical evacuations (medevacs) from various communities in the NWT arriving in Inuvik or for those departing for points south. Medevacs processed can range from 20-30 per month and are in excess of 300 annually.

The office receives and processes all notices for patients and escorts arriving in Inuvik from communities in the Inuvik and Sahtu regions of the NWT and ensures ground transportation and accommodation arrangements are made prior to their arrival. The office coordinates any travel required beyond Inuvik, but within the NWT and arranges for return travel to their home community from Inuvik. The office initiates, coordinates and processes all medical travel and related documents for scheduled medical travel for the residents of the Inuvik and Sahtu regions. Each referral generates three to eight phone calls, faxes or inquiries.

The incumbent is responsible for the timely processing of patient and vendor travel documents for both financial and statistical purposes. Travel authorizations are printed, verified, coded and input.

The incumbent may authorize commitment of expenditures up to \$20,000 without prior approval.

## **RESPONSIBILITIES**

### **1. Responsible for the supervision of two medical travel officers and responsible for the day-to-day operations of the Medical Travel office at the Inuvik Regional Hospital.**

- Assists in developing Requests for Proposals (RFPs) and Requests for tenders (RFTs) for provision of contracted transportation services and evaluating proposals received in response to RFPs and RFTs.
- Serves as Chairperson of Base Liaison Committee for medevac contract in the Inuvik region.
- Develops procedures and guidelines for staff in the NWT staff in the Health Centres or Health Authorities, staff in the boarding homes and contract providers for ground transportation, Medevac personnel and air carriers.
- Trains new staff by providing direction and guidance on all policies, procedures and guidelines for Medical Travel.
- Mentors staff in the Health Centres and Health Authorities on the procedures and guidelines for Medical Travel.
- Provides an orientation briefing to all new Registered Nurses (RNs) in the Beaufort Delta Region to familiarize them with the policies and procedures of the Medical Travel Program particularly with regards to medevacs.
- Provides training and guidance for Beaufort Delta Region employees and the security contractor to ensure proper procedures are followed for travel arrangements that must be made after normal business hours.
- Provides documentation to the Manager in cases where the disciplinary process must be implemented.

### **2. Provides expert advice on the Medical Travel Program, policies, procedures and guidelines to other medical travel staff in the NWT, health professionals, staff in the medical clinics, hospitals and health authorities, and staff in the boarding homes.**

- Determines and explains medical travel benefits according to the GNWT Medical Travel Policy, other related policies, directives and acts to staff, patients, family members and other interested parties. The different programs include:
  - Non-Insured Health Benefits (NIHB) for First Nation and Inuit clients
  - Metis Health Benefits (MHB) for registered Metis clients
  - Extended Health Benefits (EHB) for seniors and chronic disease clients
  - Indigent Health Benefits (IHB) for income support clients
  - Out of Territory (OOT) clients who require emergency medical evacuations
  - Government employees who require emergency medical evacuations
  - Over/Under \$80,000 per annum for clients
  - Nunavut clients
- Maintains a full understanding at an expert level for each of the programs above and be able to explain the applicable benefits for air or ground transportation, accommodation, and meals.
- Works collaboratively with medical travel officers in other communities in the Inuvik and Sahtu Regions, as the Beaufort Delta Region is the hub for medical travel for most of these communities in the two regions.

- Maintains patient confidentiality in accordance with Stanton policy and the Access to Information and Protection of Privacy Act (ATIPP).

**3. Responsible for ensuring the timely processing of all traveler(s) and vendor travel documents for both financial and statistical purposes, which is done by 2 medical travel officers.**

- Completes, verifies, codes, authorizes and inputs all travel authorizations into the Health Management Information System (HMIS).
- Canvas designated communities weekly to ensure that travel authorizations are received ensuring that all incoming documents are processed as contractually agreed upon with vendors. Failure to comply could result in penalty fees levied by the vendors (volume is approx. 800 per month).
- Ensures all financial and statistical information derived from the processing of source documents.
- Determines if an accounts receivable situation exists, completes the appropriate documentation, and authorizes accounts receivables processing.
- Actively seeks out employer information pertaining to medical travel clients and/or family and investigate medical travel benefits offered by employers and collect, update and maintain information for revenue collection purposes - failure results in lost revenues.
- Prepares and audits all Expense Claims for clients.
- Participates in investigations and ministerial inquiries by retrieving and preparing background documents and information.
- Maintains records of patient and/or escort travel for reference and/or audit.
- Codes/completes incoming invoices/back-up as required.
- Audits and processes expense claims for the region.
- Prepares taxi vouchers and taxi manifests for ground transportation contractors on a daily basis.

**4. Performs other duties as assigned.**

- Reviews information on the medical travel warrants and referrals received by various other medical travel coordinators and correct errors and follow up on missing data.
- Processes completed medical travel warrants and provide authorization to financial services for payment.
- Completes and enters data from source documents to the HMIS medical travel computerized system.
- Maintains files and record on entries.
- Verifies and data enters information to prepare invoices for payment.
- Assists patients with medical travel eligible reimbursement claims for boarding and travel costs incurred privately.
- Maintains monthly statistics of referrals and boarding home usage.
- Acts as a liaison between the boarding homes and the client's home community or region.

- Performs general office duties, i.e.; file maintenance and archiving, responses to general correspondence, drafts and maintains pamphlets for distribution regarding benefits photocopying, faxing, etc.
- Participates in meetings, committees, etc. as required.
- Makes recommendations to Manager to improve procedures, services, etc.
- Refers clients to other agencies and departments, as required.
- Instigates random vehicle inspections for ground transportation contracts to ensure contractors are complying with the contract to ensure the safety of clients.
- Assists Senior Management in the Beaufort Delta Region in coordinating the repatriation of clients from the south to the Inuvik Hospital.

**5. Manages the human resources of the department to ensure effective staffing and staff development.**

- Planning the human resource needs of the department.
- Assisting with the recruitment and hiring of new staff.
- Providing orientation to new staff.
- Assists with the review of job descriptions.
- Conducting staff performance appraisals in accordance with Stanton policies.
- Initiating corrective and/or disciplinary actions with employees as appropriate.
- Evaluating, recommending and facilitating the educational needs of the staff.
- Holding regular staff meetings to review procedures, share information and deal with issues.
- Review and approve bi-weekly time sheets.
- Approve leave requests in accordance with the collective agreement

**WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

**Physical Demands**

The incumbent works in a normal office environment.

**Environmental Conditions**

The incumbent works in a crowded and busy office work environment. Because they often deal with sick patients directly, there is some exposure to illness.

**Sensory Demands**

The incumbent needs to multi-task and constantly prioritize.

**Mental Demands**

Work is mentally stressful because of its complexity and the need to communicate effectively and quickly with the public and health professionals who may be anxious in emergency

situations. Upon occasion, the incumbent receives verbal abuse (and on rare occasions are at risk for physical abuse) therefore patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the NWT Health & Social Services System, Canada Health Act, NWT geography and cultures, and knowledge of the transportation industry, particularly in northern air travel.
- Knowledge of medical terminology and air transportation terminology is required.
- Patience, tact and sound judgment.
- Good written and verbal communication skills, including excellent telephone communication skills.
- Strong interpersonal, organizational, time management skills.
- Good decisions making ability.
- Sound computer skills.

### **Typically, the above qualifications would be attained by:**

This is normally acquired through grade twelve (12) education or three years of related work experience either in the travel or health care industry, as well as direct experience dealing with the public.

### **ADDITIONAL REQUIREMENTS**

#### **Stanton Regional Requirements**

Within Stanton, the Supervisor, Medical Travel must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Fire Training
- FIT Testing
- Non-Violent Crisis Intervention
- Workplace Bullying/Respectful Workplace
- Workplace Hazardous Materials Information System

Knowledge of non-violent crisis intervention techniques is an asset.

**Position Security** (check one)

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one)

- ☐ French required
- ☐ French preferred
- ☒ French not required