



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Senior Medical Travel Officer	
Position Number(s)	Community	Division/Region(s)
17-5505	Yellowknife	Medical Travel/Stanton

PURPOSE OF THE POSITION

This position is responsible for coordinating requests for medical travel outside of the NWT for all NWT residents who qualify for the Medical Travel Program and requests for medical travel for all GNWT employees in the NWT. The incumbent is responsible for coordinating the medical travel services during normal government business hours. The incumbent is responsible for coordinating, tracking and recording the movements of all patients and escorts who arrive in or leave Yellowknife for medical attention, including residents of the Kitikmeot Region of Nunavut. The incumbent delivers medical travel benefits to residents of the NWT.

The incumbent must interpret the benefit entitlements for each patient and escort according to the Government of Northwest Territories (GNWT) Medical Travel Policy and numerous 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.

The incumbent will be required to be Stand-By ("on-call") on a rotational basis. This will require the incumbent to be available on a 24 hour basis for a period of one week in a 5 week period. Due to staffing changes and vacancies this may be required on a more frequent basis.

SCOPE

Stanton is an accredited facility, located in Yellowknife, NWT. 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 adults and children on an inpatient/outpatient and outreach bases 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 Yellowknife and reports to the Manager of Medical Travel. The incumbent is responsible for the interpretation of medical travel benefit entitlements for all patients and escorts that require medical services not available in their home community. He/she must communicate and explain these benefits to their clients and other inquiring parties such health professionals, service providers, etc. while maintaining strict patient confidentiality.

The Senior Medical Travel Officer is responsible for the timely processing of patient and vendor travel documents for both financial and statistical purposes. The incumbent may authorize commitment of expenditures up to \$2,000 without prior approval.

This position acts a liaison and advisor to health professionals and less experienced medical travel clerks outside of Yellowknife who authorize medical travel on behalf of Stanton on a daily basis.

RESPONSIBILITIES

1. The incumbent receives, verifies and processes requests for medical travel for non-GNWT employees travel in NWT and outside of the NWT

- Ensures clients have valid N.W.T. Health care coverage
- Ensures both the patient's diagnosis and the service being provided is an Insured Service under the N.W.T. Medicare Act
- Ensures the facility being referred to is an insured facility under the Hospital Insurance and Health and Social Services Administration Act
- Verifies whether services that are provided in the Northwest Territories, prior to booking patients out of the territory
- Determines if patient is going beyond the nearest centre and why
- Liaises with clients, physicians, clinics, hospitals, and service providers
- Investigates all requests for escorts to ensure that criteria is met
- Verifies appointments as required
- Ensures that all relevant information is received and recorded
- Approves or deny requests for travel
- Notifies all appropriate health facilities of approval/denial
- Communicates impending travel to all relevant parties

- If the request is approved, creates a case in the Health Management Information System (HMIS) and data enter the referral information by determining benefit program for coding and billing purposes

2. The incumbent receives, verifies and processes requests for medical travel for GNWT employees for travel in NWT and outside NWT.

- Ensures both the patient's diagnosis and the service being provided is an Insured Service under the N.W.T. Medicare Act
- Ensures the facility being referred to is an insured facility under the Hospital Insurance and Health and Social Services Administration Act
- Verifies the list of services that Stanton provides to ensure that the service requested is not provided in the N.W.T.
- Determines if patient is going beyond the nearest centre and why
- Liaises with clients, physicians, clinics, hospitals, and service providers
- Investigates all requests for escorts to ensure that criteria is met
- Verifies appointments as required
- Ensures that all relevant information is received and recorded
- Approve or deny requests for travel within and outside the NWT
- Maintains records of all requests including rationale for all decisions
- Notifies all appropriate health facilities of approval/denial
- Communicates impending travel to the client services staff of the GNWT
- Contact the applicable interpreter and fax the Patient Medical Travel Form to the Language Services office at Stanton Hospital
- Determine medical travel benefits according to the GNWT Medical Travel Policy and numerous related policies, directives and acts
- Plan, coordinate and arrange patient and/or escort travel with taxi contractors, hospitals, health centres, boarding homes and other medical travel related units
- Complete and authorize medical travel authorizations and prepare authorizations for data entry noting benefits codes
- Maintain records of patient and/or escort travel for reference and/or audit

3. Initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of Yellowknife, Sahtu, Lutsel K'e and the Tli Cho region and their catchment areas. Processes all medical travel documents as a result of an Air Ambulance transfer.

- Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts to patients, family members and other interested parties
- Plan, coordinate and arrange patient and/or escort travel with taxi and/or bus contractors, ambulance services, charter air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, boarding homes and other medical travel related units by data entering into HMIS (Health Management Information System)

4. Receives and processes all notices for patients and escorts arriving in Yellowknife and ensures all ground transportation and accommodation arrangements are made prior to their arrival. Coordinate any travel required beyond Yellowknife and arrange for all traveler(s) to return to their home community.

- Receive and verify patient Information
- Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts
- Based on entitled benefits, plan, coordinate and arrange patient and/or escort travel with taxi and/or bus contractors, ambulance services, chartered air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, hotels, boarding homes and other medical travel units
- Complete and authorize medical travel warrants or authorizations for data entry
- Act as a liaison between the boarding homes and the client's home community or region

5. Process all documents for both financial and statistical purposes.

- Travel warrants, case reports, authorizations and reimbursement claims must be completed, verified, coded, authorized and input into the HMIS system
- Process invoices within a 7-day period as they are received, and as contractually agreed upon with vendors - failure to comply results in penalty fees levied by the vendors (volume is approximately 800 per month)
- Process all reimbursement claims for all travel costs Incurred privately during patients & escort travel within the NWT.

6. Provide After-Hours Stand-By Coverage on a rotational weekly basis.

- The incumbent will be required to provide after-hours support for Medevac services
- The incumbent will be required to carry the Medical Travel cell phone 24/7 for a one week rotation to provide the after-hours support
- Must have the ability and knowledge to answer complex questions, surrounding medevacs and other after-hour approvals.

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

Incumbents spend 90% of their time making medical travel arrangements by telephone or in person and therefore are at risk for neck and shoulder pain associated with that function.

Incumbent will be required to cover call on a rotational basis 20% of the year.

Environmental Conditions

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

Sensory Demands

Incumbents need to multi-task and constantly prioritize. They often need to "tune out" conversations that are taking place across from them to accomplish tasks required.

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, incumbents receive 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.

While the incumbent is on call, there are increased mental demands of being responsible 24/7. The stress of carrying the cell phone and being available at all times is heightened. The stress of the complexity of each call and the need to communicate efficiently and effectively with the after-hours operation, various Stanton departments and Health Centres is heightened during this time.

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. This is normally acquired through a 2 year diploma in healthcare or health administration.
- Responsibilities require 2 years of related work experience in the health care industry as well as direct experience dealing with the public.
- Patience, tact, and sound judgment are required.
- Must have good written and verbal communication skills.
- Must have excellent telephone communication skills and interpersonal skills, organization and time management skills, good decision making abilities and sound computer skills.

Typically, the above qualifications would be attained by:

The completion of post-secondary education in healthcare or health administration and 2 years' experience working directly with the public in Healthcare industry.

ADDITIONAL REQUIREMENTS

Stanton Regional Requirements

Within Stanton, employees are expected to acquire in a reasonable length of time and remain current in:

- Fire Training
- FIT Testing
- Privacy and Confidentiality

- 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