



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Medical Clinic Assistant	
Position Number(s)	Community	Division/Region(s)
47-5367	Inuvik	Medical/Beaufort-Delta

PURPOSE OF THE POSITION

The Medical Clinic Assistant provides multifaceted clerical assistance for staff and registration of patients for the Family/Special Clinics, including the registration of Laboratory and Diagnostic Imaging patients, in accordance with the philosophy and objectives of the Beaufort-Delta Health and Social Services (NTHSSA). The incumbent participates in the effective management of client bookings, ensures confidentiality, and ensures the clinics are fully prepared for the efficient delivery of physician services.

SCOPE

The NTHSSA administers all regional health and social services delivered through the Inuvik Regional Hospital (IRH), a 47 bed in-patient accredited facility, 7 community health centers and 22 other sites including social services and dental therapy offices, public health clinics, elder's facilities and various group homes. The NTHSSA provides and supports the delivery of health care services to adults and children on an inpatient, outpatient and outreach basis in order to enhance healthy communities.

Located in the Inuvik Regional Hospital Family and Special Clinics, these positions report to and work closely with the Manager of Clinics to ensure individuals presenting at either clinic are treated with respect and dignity while receiving services in an organized, efficient, professional and confidential manner with minimal supervision. The incumbent will be in frequent contact with clients, nurses, physicians, all NTHSSA staff and departments, WCB and members of the general public.

Clerical assistance provided by the Medical Clinic Assistant will facilitate good communication and management of client services. Proper screening of calls and/or scheduling of appointments will allow physicians to provide care on a timely basis. This position will work shift work.

RESPONSIBILITIES

1. Maintains and updates patient information during registration of Clinic, Diagnostic Imaging and Laboratory visits in accordance with hospital confidentiality policies.

- Prepares clinic lists, obtains and returns medical records, verifies and modifies client demographic and billing information in MediPatient system.
- Performs receptionist duties, including registration of clients and answering telephone calls
- Ensures that clients who presenting to clinics are dealt with quickly and efficiently
- Directs clients to the appropriate waiting area, or to various departments for tests and appointments
- Completes forms and documents as required
- Follows-up on requests from clients, physicians, supervisor, other staff and outside agencies
- Prepares ad hoc reports as requested

2. Ensures the orderly and efficient operation of medical clinics.

- Schedules appointments and follow-up appointments.
- Relays messages between physicians and clients in a timely and efficient manner
- Completes forms and documents as required for various outside agencies (i.e. RCMP, Driver's, Aviation, Marine Medical's, immigration, Foster Care, WCB, insurance, etc.)
- Maintains an organized work area and clinic environment by ensuring filing is completed
- Follows-up on requests from clients, physicians, supervisor, other staff and outside agencies in a timely manner
- Provides holiday and sick coverage for coworkers in both clinics as scheduled by the supervisor.
- Maintains liaison with all NTHSSA departments and outside agencies to ensure efficient service and continuity of care
- Copies and distributes consults, test results and other patient information to appropriate departments and health centers
- Prepares ad hoc reports as requested
- Receives and distributes mail to appropriate individuals
- Updates manuals as required
- Completes Telehealth bookings for community appointments
- Completes telederm referrals.

3. Maintains supply orders for clinics

- Orders clerical and medical-surgical supplies under the supervision of the Manager of Clinics.
- Stocks supplies when delivered from stores department
- Maintains a record of purchase orders received and pending
- Monitors expired equipment/supplies and returns to supplier

4. Ensures the proper stocking of rooms and performs clinical duties as required.

- Stocks, restocks and sets-up clinic rooms for each client
- Assists physician with in room exam when required as a chaperone
- Removes soiled equipment and cleans instruments in the dirty utility room following clinic procedures
- Completes forms and documents as required
- Prepares, codes and labels lab specimens and requisitions
- Performs weights, heights and vision tests
- Performs urine tests as requested
- Performs pregnancy tests as requested
- Delivers laboratory specimens and equipment to other departments as required
- 10. Orients new physicians and other staff to the clinic procedures and physical layout

5. Organizes schedules and makes arrangements for specialist travel and appointments for clients at Inuvik Special Clinics and Southern referrals.

- Completes forms and documents as required including Medical Travel Assistance forms
- Coordinates with the Transportation Department and health centers in processing client travel for specialist appointments.
- Arranges specialists appointments with southern referrals as requested by physician/manager
- Copies and distributes consults, tests results and other patient information to appropriate departments and health centers
- Prepares ad hoc reports as requested

6. Communicates effectively with outside agencies.

- Follows-up on requests from clients, physicians, supervisor, other staff and outside agencies in a timely manner
- Maintains liaison with all agencies to ensure efficient service and continuity of care
- Expedites WCB forms to ensure accurate information and a prompt response to all claims

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

There are no significant adverse physical demands associated with this position other than being standing for at least 50% the day.

Environmental Conditions

Moderate exposure to infectious disease.

Sensory Demands

Frequent interruptions to work by the general public, telephone, physicians and staff can be stressful. A high frequency of multiple calls must be dealt with on a daily basis, each call handled individually. Approximately 100 - 150 telephone calls per day.

White noise from computer and other office equipment

Mental Demands

Incumbent must be continually aware of the "Release of information Policy" while working in an area open to the public to ensure confidentiality.

Clinic work deals with a high volume of people where it is necessary to remain pleasant, calm and diplomatic at all times.

Working under constant public scrutiny.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of resources within and outside IRH (i.e. Public Health, Family Counseling, Healthy Families) in order to ensure support of patients and their families
- Proficient computer and keyboard skills.
- Working knowledge in Word Processing, Spread Sheets, Data Base, (i.e., MediPatient) Ability to maintain strict confidentiality.
- Ability to work independently with minimal supervision.
- Strong interpersonal skills are required to be diplomatic and polite and to deal with the public in stressful situations.
- Ability to organize and prioritize.
- Knowledge of clinic function and medical filing system practices is essential.
- Demonstrated ability to read, write and comprehend medical terminology used daily in the clinic and to accurately transcribe and articulate messages.
- Ability to perform medical tests as outlined

Typically, the above qualifications would be attained by.

The level of knowledge, skills and abilities are usually acquired through completion of a minimal grade 12 education and completion of the Medical Office Assistant (MOA) course combined with experience in a clinical setting. Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

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