



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Medical Travel Officer	
Position Number	Community	Division/Region
17-15560	Hay River	Patient Movement

## PURPOSE OF THE POSITION

The Relief Medical Travel Officer is responsible for responding to the 24-hour phone line for emergency medical evacuations (medevacs) and scheduled patients medical travel requests 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 Hay River for medical attention. The incumbent delivers medical travel benefits to residents of the Northwest Territories and the Kitikmeot Region of Nunavut.

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.

## SCOPE

This position is located in Hay River and reports to the Territorial Manager, Patient Movement. The Relief Medical Travel Officer is responsible for the interpretation of medical travel benefit entitlements for all patients and escorts that arrive, stay and depart Hay River. The incumbent must communicate and explain these benefits to their clients and other interested and inquiring parties such health professionals, service providers, etc. while maintaining strict patient confidentiality.

The incumbent initiates the medical travel documents, dispatches and is responsible for the tracking and recording of all emergency medical evacuations from various communities in the Northwest Territories (NWT) and Nunavut (NU) arriving in Hay River or for those

departing for points south. Emergency evacuations processed can range from 60-65 per month and are in excess of 750 annually. These documents serve as the official documents utilized in any medical investigation if required.

This position receives and processes all notices for patients and escorts arriving in Hay River from all communities in the NWT and the Kitikmeot region of NU and ensures all ground transportation and accommodation arrangements are made prior to their arrival. The incumbent coordinates any travel required beyond Hay River and arranges for the traveler (s) return to their home community from Hay River. As well, the incumbent initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of Hay River and catchments area. The number of referrals processed per month is in excess of 950 for the NWT and exceeds 150 for Nunavut. Each referral generates 3-8 phone calls, faxes or inquiries.

The Medical Travel Officer 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. Medevac billings for 3rd party revenue collection are calculated and appropriate documentation must be forwarded. Accuracy is important as financial and statistical information is derived from the processing of source documents. Errors or failures could result in \$125 - \$15,000 in lost revenues per patient referral.

This position acts a liaison and advisor to health professionals and less experienced medical travel clerks outside of Hay River who authorize medical travel on behalf of Stanton Territorial Hospital (STH) on a daily basis.

## **RESPONSIBILITIES**

- 1. Initiates the medical travel documents, dispatches, tracks and records all emergency medical evacuations from various communities in the NWT/NU arriving in Hay River or for those departing for points south.**
  - Receive and verify patient information from health professionals and record the time and particulars for each step in the process by creating the Patient Medical Travel Form which includes:
    - Patient's personal information (i.e. full name, date of birth, home address, health care number, next of kin, employer information & language spoken);
    - Patient's medical information (i.e. diagnosis, special needs and ground transportation requirements);
    - Escort's name and reason why escort is required / approved by health professional;
    - Name & location of caller, referring & accepting physician, accepting facility.
  - Contact medical/medevac personnel on-call and relay the patient information.
  - Contact air carrier and record which aircraft is being dispatched, patient & escort names, and destination.
  - Contact the ambulance service providers to advise them of the patient pickup and drop off times and locations if an ambulance is required.
  - Contact the applicable interpreter and fax the Patient Medical Travel Form to the

Language Services office at Stanton Territorial Hospital (STH).

- 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.
- Maintain patient confidentiality in accordance with applicable policies.

**2. Initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of Hay River and catchments area.**

- 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.
- Create the Case Report in the Health Management Information System (HMIS) with all of the patient and escort information to print an authorization for the Travel Agency to book the traveler(s) on scheduled flights.
- Plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, boarding homes and other medical travel related units.
- Maintain records of patient and/or escort travel for reference and/or audit.
- Maintain patient confidentiality in accordance with applicable policies.

**3. Receives and processes all notices for patients and escorts arriving in Hay River and ensures all ground transportation and accommodation arrangements are made prior to their arrival. Coordinates any travel required beyond Hay River and arranges for all traveller(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.
- Advise Language Services as required.
- Based on entitled benefits, plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centres, boarding homes and other medical travel units.
- Complete and authorize medical travel warrants or authorizations for data entry.
- Maintain records of patient and/or escort travel for reference and/or audit.
- Maintains patient confidentiality in accordance with policy.

**4. Provides timely processing of all traveller(s) and vendor travel documents for both financial and statistical purposes.**

- Travel warrants, case reports or authorizations must be completed, verified, coded, authorized and input into the HMIS system.

- Must canvas their designated communities weekly to ensure that travel warrants are received and must then process the incoming documents within a 7-day period as contractually agreed upon with vendors; failure to comply results in penalty fees levied by the vendors (volume is approx. 800 per month).
- Actively seek 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.
- Participate in investigations and ministerial inquiries by retrieving and preparing background documents and information.
- Prepare Medevac back-up documents; billings for 3rd party revenue collection are calculated, invoices are created and data is reconciled (errors or omissions result in lost revenues and confusion and relationship damage to payers and vendors).
- Maintain records of patient and/or escort travel for reference and/or audit.
- Maintain database of all medevacs.
- Code/complete incoming invoices/back-up, as required.

**5. Acts as a liaison and advisor to health professionals and less experienced medical travel clerks outside of Hay River who authorize medical travel on a daily basis.**

- Work collaboratively with medical travel clerks in other communities as STH is the hub for medical travel for all communities in the NWT and is often the sole resource for medical travel related decisions.
- Provide advice to health professionals in communities outside of Hay River regarding the entitlements under the GNWT Medical Travel Policy or specific procedures currently in place.
- Act as advisor to less inexperienced clerks regarding procedures and policy on a day-to-day basis.
- Field phone calls and faxes regarding medical travel interpretation of benefits for casual clerks and NICs (Nurse-in-Charge) filling in for sick and vacationing employees as required.

**6. Perform other duties as assigned.**

- Review information on the medical travel warrants and referrals received by various other medical travel coordinators and correct errors and follow up on missing data.
- Process completed medical travel warrants and provide authorization to Financial Services for payment.
- Complete and enter data from source documents to the HMIS medical travel computerized system.
- Maintain files and records on entries.
- Verify and data enter information to prepare invoices for payment.
- Provide information to the general public and interested parties regarding the medical travel entitlements under the GNWT Medical Travel Policy and numerous related policies, directives and acts.

- Assist health professionals with the interpretation and clarification of the Medical Travel Policy, airline policies, and related referral and travel information.
- Assist patients with medical travel eligible reimbursement claims for boarding and travel costs incurred privately.
- Maintain monthly statistics of referrals and boarding home usage.
- Act as a liaison between the boarding homes and the client's home community or region.
- Perform general office duties, i.e.; file maintenance and archiving, responses to general correspondence, drafts and maintains pamphlets for distribution regarding benefits photocopying, faxing, etc..
- Participate in meetings, committees, etc. as required.
- Make recommendations to Manager to improve procedures, services, etc.
- Refer clients to other agencies and departments, as required.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Work activities / medical travel situations are complex and the incumbent will be required 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.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to acquire and utilize knowledge of the NWT Health & Social Services system, *Canada Health Act*, NWT geography and cultures, and the transportation industry, particularly northern air travel.
- Knowledge of medical terminology and air transportation terminology.
- Ability to coordinate, track and record the movements of all patients and escorts who arrive in or leave Hay River for medical attention.
- Skills relating to the timely processing of patient and vendor travel documents for both financial and statistical purposes.
- Written and verbal communication skills, utilizing patience, tact and professionalism.
- Telephone communication skills and interpersonal skills, organization and time management skills, good decision making abilities and computer skills.

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

Secondary school diploma (grade 12) and a minimum of two (2) years of experience working directly with the public in the Healthcare or Travel environment.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- 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 if applicable)**

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

**Indigenous language: Select language**

- Required
- Preferred