



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinic Administrative Assistant	
Position Number(s)	Community	Division/Region(s)
17-8119	Yellowknife	Specialist Clinics & Patient Support Services / Stanton

## PURPOSE OF THE POSITION

The incumbent is responsible for providing medical administrative and clerical support services to the Ophthalmology Program. The Clinic Administrative Assistant is responsible for coordinating and maintaining schedules for 9 Technologists and the Ophthalmologist, to ensure the most efficient use of time, and to ensure patients access services in accordance with GNWT and Federal Acts (THIS, NIHB), regulations, and departmental policies and procedures.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchʔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Stanton Territorial Hospital is an accredited facility, located in Yellowknife, Northwest Territories (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 basis in order to restore health with dignity.

The Ophthalmology Program provides services to Yellowknife and the outlying communities in the Northwest Territories and Nunavut. The incumbent is responsible for scheduling appointments/procedures for 8,000 - 10,000 patients per year. As first contact with the public, there can be a significant impact on the public image of the NTHSSA and Stanton Territorial Hospital. This position also provides information/reports to other health care professionals, transportation officers, patient referral, interpreters, patients and other Ophthalmology clinics.

Reporting to the Supervisor, Stanton Eye Clinic, the Clinic Administrative Assistant is also responsible for the records management of 70,000 active patient files. Allocation and utilization of the Technologist and Ophthalmologist's appointment time is of the utmost importance. Unused appointment time can result in underutilization of staff and increased waiting lists. Improperly scheduled appointments/procedures can result in delays in patient care/treatment/diagnosis.

## **RESPONSIBILITIES**

### **1. Provides primary clinical/medical screening of patient needs.**

#### **Main Activities:**

- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families.
- Provides navigation support and assistance to patients in order to ensure that they are successful in having their care needs met.
- Books appointments for patients on behalf of the Clinic Staff and Ophthalmologist.
- Manages all clinic schedules for the staff.
- Books exams, routine and those referred by the Specialist(s).
- Facilitates bookings for travel clinic in conjunction with health centres.
- Screening phone calls from patients to determine the urgency of their condition.
- Booking appropriate appointments as requested by community health nurses, patients, physicians, and technologists. When working with other health professionals it is essential that the incumbent have a good knowledge of medical terminology.

- Taking initial complaints from walk-in patients and deciding what the issues are and what process to use to deal with it.

**2. Provides clinical assistance for patients as required.**

**Main Activities:**

- Arranges for patient transportation to hospital, home, boarding home, or airport, either by communication with patient referral department or on patient request.
- Coordinates Medical Travel for all out of town clients being seen in Yellowknife.
- Informs patients of extent of health care coverage and of services offered by the clinic.
- Books and coordinates interpretation services as required.

**3. Maintains patient flow in order to ensure patients are seen in a timely manner.**

**Main Activities:**

- Checking in patients on arrival, ensuring proper documentation is in place, and relaying any relevant information to technical and medical staff.
- Organizing the incoming flow of walk-in patients, emergency patients, and daily referrals.

**4. Manages patient records, using an NTHSSA approved Records Management Classification System.**

**Main Activities:**

- Ensuring all relevant information is on the chart before the patient is seen, including consult forms, WCB forms, surgery forms, and Doctor's orders forms, and current patient information.
- Verifying patient information on the Health systems computer program.
- Reads patient charts to check for those that need to be billed or booked for surgery or seen for follow-up appointments.
- Prepares charts for the following day's clinic.
- Prepares new charts when needed.
- Maintains filing system. This includes filing daily clinic charts and charts generated by travel clinics to the communities.

**5. Assists technologists, ophthalmologist, training program instructor and students.**

**Main Activities:**

- Relaying phone messages.
- Finding patient information.
- Supplying staff with necessary forms.
- Prepares outgoing mail, and sorts and delivers incoming mail.
- Relays information from staff to community health centres, and southern clinics.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent's time is spent rapidly alternating between sitting at a desk, answering the switchboard, and running to the file system and other areas of the clinic. The incumbent must be able to file on their knees or on a step stool reaching above their head. On occasion they may have to lift heavy objects.

### **Environmental Conditions**

The incumbent works in a generally comfortable clinic environment.

### **Sensory Demands**

There are minimal sensory demands needed for the incumbent to discern in the regular course of duties.

### **Mental Demands**

The quick pace and need for constant multi-tasking in this position is extremely mentally demanding and fatiguing. The incumbent must also deal with cultural differences and the expectations of patients, co-workers, and other health care providers. There is substantial pressure on the incumbent to keep up with the workflow, and remember all of the 'little' details that are so essential for patient care delivery.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the northern health care system, medical terminology, basic computer skills, and understanding the filing system for patient records would be an asset.
- The incumbent must be skilled in human relations, as this position requires the incumbent to communicate important and often technical or complicated health information to many people from all walks of life and of different cultures every day.
- The incumbent must be able to multi-task. As this position is very hectic, the incumbent must be able to answer phones, receive patients, prepare files and keep a mental log of information necessary for care delivery.

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

The incumbent will have successfully completed a Medical Office Assistant Program, and have 2 years related experience.

## **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 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:** To choose a language, click here.

- ☐ Required
- ☐ Preferred