



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Health Information Specialist 2	
Position Number	Community	Division/Region
48-11165	Inuvik	Informatics & Health Technology/HQ

PURPOSE OF THE POSITION

The Health Information Specialist 2 reports to the Supervisor, Health Information Services and is responsible for clinical document management (document edit, distribution, chart completion, uploading to EMR (Electronic Medical Record) and access to authorized medical providers. This individual will comply with the Government of the Northwest Territories (GNWT) Access to Information and Protection of Privacy (ATIPP) privacy legislation and Northwest Territories Health and Social Services Authority (NTHSSA).

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 Tłı̨ch̨ 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 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 Tłı̨ch̨ Community Services Agency (TCSA) will operate under a separate 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.

This position is the initial contact for health data or information from staff, the general public, other Authority community health centers, other hospitals and healthcare providers within and outside the Northwest Territories. The incumbent has an impact on the public's perception of the NTHSSA's practices regarding privacy and security of personal health information. The Health Information Specialist 2 is responsible for clinical documentation, electronic creation, retention, chart completion and non-billable medical releases of information.

RESPONSIBILITIES

1. Mentored until proficient at compiling and analyzing chart completion

- Ensure documentation has correct identifying information and is in proper order before assigning Physician deficiency;
- Analyze documentation for deficiencies and ensures the record is complete in accordance with policy, medical staff by-laws, and legal requirements;
- File original signed discharge summary and distribute copies to the relevant community health center, then return completed chart to permanent file community.

2. Mentored until proficient in applying privacy and security standards regarding release of health information

- Ensure the security of patient information and patient charts by disclosing only to authorized staff in a secure area;
- Maintain and utilize the electronic storage and retrieval system to accurately reflect the location of patient charts;
- Release health information to internal and external authorized medical requestors in accordance with established policy and privacy legislation, ensuring consent form is completed prior to release outside circle of care;
- Log all outgoing requests for information on appropriate log (i.e. patient, hospital or doctor's office, lawyer, residential school, WSIB);
- Log all incoming in-person requests for information on a daily basis;
- Process "medico legal" releases as per instruction of certified health information management professional;
- Prep and copy medical charts for secure holding under the direction/supervision of certified health information management professional.

3. Produces quality transcribed clinical documents and distributes document copies



- Ensure timely turnaround of Physicians dictation;
- Distribute transcribed document copies by mail or fax;
- Prepare and scan chart documents assigning to correct Electronic Medical Record (EMR)

4. Mentored on collection, coding, abstraction, and submission of data to GNWT Department of Health and Social Services (DHSS) and Canadian Institute of Health Information (CIHI)

- Mentored while provided with practical health information management (HIM) program experience in subjects of biochemistry, anatomy, physiology, pathology, and epidemiology to interpret Physician documentation and to extract diagnoses, medical complications, operations or procedures that have been documented;
- Mentored in the use of Folio (a health data classification system) to accurately code and abstract inpatient and ambulatory encounters;
- Oriented to patient census, data distribution, data request, and research chart access;
- Learn how to identify and report errors or deficiencies in registration (i.e. assignment of care type, attending physician, etc.)

5. Other departmental duties as assigned

- File and retrieve charts when designated staff not available or requires assistance;
- Answer the telephone in a professional manner and re-direct calls as appropriate;
- Shred confidential information as requested;
- Other clerical and administrative duties as requested.

WORKING CONDITIONS

Physical Demands

The incumbent can spend extended periods of time sitting and standing performing filing duties. Lifting, bending, and reaching for charts require a physically fit individual. Constant use of the computer and telephone can result in stress in the fingers, wrists, neck, and shoulders. The incumbent must be able to deliver and pick up charts throughout the hospital. Some potential for physical harm is present, as the incumbent must file between rolling filing shelves.

Environmental Conditions

The incumbent works with medical results and is physically in areas of a hospital which may expose them to infectious diseases. There are some physical stresses associated with computer work and sitting or standing for extended periods.



Sensory Demands

The incumbent processes reports and documents that requires extended periods of sitting or standing, concentration and attention to detail.

Mental Demands

The incumbent is subject to frequent interruptions by telephone and face-to-face inquiries. Short but frequent periods of concentration are essential to complete many of the assigned duties. Work can be stressful on a daily basis because of the volume of work and the need to communicate effectively with staff and the public. The incumbent has regular contact with individuals with a wide variety of professional backgrounds, personalities and temperaments. Therefore, patience, tact and sound judgement are required as well as use of non-violent crisis intervention techniques.

KNOWLEDGE, SKILLS AND ABILITIES

- Completion of High School – Grade 12
- Completion of a Medical Terminology course is an asset
- One (1) year health facility customer service experience
- Experience working with Microsoft software applications
- Excellent customer service skills
- Ability to work independently with minimal supervision
- Strong organizational skills
- Excellent interpersonal skills

Typically, the above qualifications would be attained by:

This level of knowledge/skills is most commonly acquired through a high school diploma supplemented with a medical terminology course.

This position offers an apprenticeship while incumbent is undertaking the two year distance education program offered by the Canadian Hospital Association. Practical experience on-site and on-the-job will be available supervised by certified health information management staff. Financial support may be offered to selected incumbent as payroll deduction or with full reimbursement upon successful completion. Resource materials will be supplied by NTHSSA and become property of the Client Record department for use on loan by the incumbent.

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: Select language

- Required
 Preferred