



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Booking Coordinator, Breast Screening Program	
Position Number	Community	Division/Region
48-17643	Inuvik	Clinical Integration, Health Services Territorial

## PURPOSE OF THE POSITION

The Booking Coordinator, Breast Screening Program is responsible for providing administrative and clerical support for the delivery of the Breast Screening Program (BSP) including supporting care coordination and administrative functions such as invitation and results letter generation and the maintaining of the computerized screening mammography database.

## 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 Tłıch'ı 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 include 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 Tłıch'ı 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.



The NTHSSA administers all regional health and social services delivered through Inuvik Regional Hospital (IRH), a 51bed accredited hospital, 8 community health centres; and seventeen other sites including Social Services, public health Clinics, dental therapy offices, elder's facilities, and various group homes. The NTHSSA provides and supports the delivery of health care services to all adults and children on an inpatient, outpatient, and outreach basis to enhance health community wellbeing through excellence, accountability, and respect for regional diversity.

Located in Inuvik and working within IRH, the Booking Coordinator-BSP reports to the Territorial Specialist, Cancer Screening – Breast position, and is part of the territorial team that provides the Breast Screening Program offered at IRH.

The incumbent is responsible to prepare all documents for the upcoming appointments scheduled and to ensure that all relevant previous breast imaging exams are made available to the technologists and the radiologist on the day of the booked procedures. This would include images on Picture Archival Communication system (PACS) and previous exams from outside institutions.

The incumbent will work closely with Diagnostic Imaging (DI) staff. In some situations, after the Most Responsible Practitioner notifies the patient of abnormal screening results, the incumbent will be required to coordinate follow-up screening examination(s).

The incumbent will be responsible to input patient data and maintain the computerized mammography database for the patients that participate in the BSP. The incumbent will be responsible to issue invitation, reminder, and result letters to the patient and/or the primary care provider (physician, nurse practitioner, nurse in charge) from each screening episode. This position will provide file clerk support as required for the BSP and intermittent coverage for the role of Diagnostic Services Clerk – Booking Coordinator on an as and when basis.

In all situations, the incumbent is expected to remain calm, controlled, and professional, and to demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members, and other members of the healthcare team.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honor and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble.



## **RESPONSIBILITIES**

### **1. Supports the coordination and delivery of the breast screening program including screening mammography for eligible patients.**

- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families.
- Safeguards the trust of patients ensuring appropriate patient privacy and confidentiality and that information learned in the context of a professional relationship is shared outside the healthcare team only with the patient's permission or as legally required.
- Ensures eligible patients meets establishes criteria.
- Consults with TS, cancer screening- Breast position and diagnostic imaging for appropriate booking of non-eligible patients.
- Supports the coordination of bookings with other appropriate may have.
- Supports the coordination of follow up imaging appointments for patient when identified or requested including with a patient is referring to Alberta comprehensive breast care program (CBCP)
- Issues invitation re-call reminder and results letters to BSP patients and their healthcare providers.
- Understands how to transmits exams as needed from the picture archival communications system (PACS) to the remotes teleradiology services provider.
- Understanding of the mammography services schedule in the radiology information system (RIS) and the cancer screening database (CDS)

### **2. Provides administrative and clerical supports to the Breast Screening program and diagnostic imaging department as required,**

- Prepares all documents for upcoming examinations.
- Ensures all relevant prior exams are available to the technologist and radiologists on the day of the exam.
- Responsible for uploading previous exams from outside institution.
- Works in collaboration with DI to ensure reminder calls to all booked mammography patient are completed as needed.
- Supports the coordination of interpreter services as required.
- Monitors and maintains clerical supply inventory.
- Photocopies faxes, emails (secure file transfer) and scans (electronic medical records) reports, information's, ext.
- Prepared outgoing mail, and sorts and delivers incoming mail.
- Links documents to ordering practitioner as required.
- Works with the Territorial Specialist, cancer screening – Breast to disseminate follow-up letters to patients/primary care practitioners.
- Prepares all BSP assessment review files for sign off by the Territorial specialist, cancer screening- Breast once all required follow-up examination are completed.



- Prepares copies of digital images when requested by practitioners and patients.
- Tracks requests for images and distribution of digital images.
- Provides intermittent coverage for the role of diagnostic services clerk- Booking coordinator on an as and when basis.

### **3. Maintains the BSP Database**

- Inputs patient data and screening procedures data into the database
- Creates and updates patient files.
- Updated primary care provider files and monitor the completed consent forms for booking follow- up exams for BPS clients.
- Providers reporting and statistics on quality outcomes, including but not limited to wait times, client numbers, completed examinations, no show rates, etc. on an ongoing basis.
- Organizes and coordinates data collection under the direction of Territorial Specialist, cancer screening- breast and territorial manager cancer care.
- Maintains borrowed/ requests images login and BSP data base and the DI database.

## **WORKING CONDITIONS**

### **Physical Demands**

This incumbent will be sitting and standing for prolonged periods of time during the workday which can lead to neck and back strain. There is some latitude to reorganize duties throughout the day, but there is little control over pace of work performed. Majority of the workday is spent working with a computer and using a keyboard and mouse which can lead to repetitive stress injuries.

### **Environmental Conditions**

No unusual requirements

### **Sensory Demands**

Work is repetitious and subject to tight turnaround times and accuracy. Due to the frequent interruptions, the incumbent may require more intensive concentration.

The incumbent is required to be focused and acutely aware of all the activities in the program as they are the first line of contact for those who access the program. The purpose of the examination performed by the BSP is a screen for breast cancer which may cause patients to act in a variety of ways from hostile to aggressive too fearful to indifference. The demand is even higher when dealing with patients with symptomatic findings and potential new breast cancer diagnosis.



## **Mental Demands**

The incumbent is subject to short but frequent periods of concentration. Since the incumbent has direct patient contact, there is exposure to emotionally disturbing experiences (I.e. frightened, anxious patients and families).

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard office administration protocols, procedures and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge of and sensitivity to, geographic/cultural needs of clients to ensure healthcare needs are met. Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Knowledge of computers and the ability to use the BSP cancer screening database, Radiology Information System (RIS)/Hospital Information System (HIS), PACS, electronic medical record, word processing, Excel spreadsheets, email and Internet.
- Knowledge and ability to have strong interpersonal skills and communicate effectively to co-workers and clients which include patients, healthcare providers, Teleradiology group, community health nurses, other healthcare facilities and equipment vendors.
- Knowledge of health-based information systems such as, MediPatient, PACS, and IEHR/EMR.
- Interpersonal/interprofessional and communication skills (oral and written) as majority of client contact is via telephone.
- Knowledge and ability to use medical technology.
- Organizational skills.
- Ability to effectively respond to fluctuating workloads and demands.
- Ability to independently problem-solve and implement a solution within scope of practice.
- Ability to provide comprehensive clerical and administrative support in a fast-paced environment.
- Ability to develop a network of resources within and outside of the organization.
- Ability to orient / guide new staff in performance duties.
- Ability to participate willingly and support team decisions. This includes doing one's own share of the work and sharing all relevant and useful information.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

High School / Secondary School (Grade 12) diploma or equivalent and one (1) year of medical or health care facility experience with a recognized medical terminology course.

Equivalent combinations of education and experience 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 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