



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Diagnostic Services Clerk / Booking Clerk	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-17726	Yellowknife	Clinical Integration/Laboratory Services/Stanton

## **PURPOSE OF THE POSITION**

The Diagnostic Services Clerk / Booking Clerk (DS /Booking Clerk) provides administrative and clerical support for the Diagnostic Imaging and Laboratory Services units.

## **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 Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 45,000 people, including First Nations, Inuit, Metis, and nonindigenous persons. 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines, and monitoring for the entire Northwest Territories. While the Tłı̄chǫ Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines, and policies as established by the NTHSSA.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven



process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship-based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long-term goal of improving health outcomes for Indigenous peoples.

The incumbent is expected to model, honour, and promote a culturally safe environment at all times, including working from a perspective that is anti-racist and trauma-informed, employing self-reflection to encourage the professional growth and whole person development of self and others. Indigenous worldviews, practices, and customs must also be respected.

Stanton Territorial Hospital (STH) is an Accreditation Canada accredited facility, located in Yellowknife, Northwest Territories (NWT). STH is the referral center for approximately 45,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides health care services to adults and children on an inpatient, outpatient and outreach basis in order to restore health with dignity. STH maintains a tobacco free environment within the building and throughout the property, recognizing the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike.

Located within STH and reporting directly to the Technical Supervisor, Specimen Control the incumbent works as part of the Specimen Control team, striving to maintain a consistent flow of patients, laboratory samples and reports, in and out of the Laboratory. As part of a regular rotation, the incumbent also works at Yellowknife Primary Care Centre.

The STH Laboratory handles over 410 000 tests per year.

Laboratory services are provided 24 hours per day, seven days per week, 365 days per year.



In addition to providing services to STH the Laboratory provides services to:

- 3 hospitals within the Northwest Territories;
- 21 Health Centres located in the NWT;
- 4 medical clinics - NTHSSA
- the Department of H&SS-Office of the Chief Public Health Officer's Office;

The DS/Booking Clerk responds to general enquiries, books appointments and provides confidential medical information on all patients to physicians, nurses, patients, hospital units, health care facilities, nursing stations and government departments and agencies (i.e. Worker's Safety and Compensation Commission, Public Health).

The DS/Booking Clerk works in a very high paced environment that demands an exceptional degree of accuracy. The incumbent deals with constant interruptions from phone calls and customer walk-ins, which makes it difficult to complete tasks in a continuous and efficient manner.

The incumbent will be required to deal with a variety of medical and non-medical personnel who have expectations beyond this position's control (i.e., courier deliveries, equipment failures, staff shortages in related departments etc.).

Laboratory services interact directly with other hospitals and healthcare providers, consequently, many of the individuals cannot be dealt with in the same way that you would deal with patients. Diplomacy is required for the incumbent to be successful in this position.

## **RESPONSIBILITIES**

### **1. Provide administrative support to the Diagnostic Imaging and Laboratory departments**

- Demonstrates patient and family centered care and quality 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 health care team only with the patient's permission or as legally required.
- Ensures patient documentation is accurate for the Diagnostic Imaging and Laboratory departments.
- Ensures all relevant prior exams are available to the technologist and radiologist on the day of exam.
- Carries our reminder calls to all booked patients prior to their exams and rebooks as necessary.



- Assists the in ensuring compliance with the NWT Health Information Act and all policies and procedures related to the transmission and sharing of confidential health information.
- Performs all receptionist duties to support patients and families.
- Ensures all patient documentation is accurate and up to date during the registration process and follows Client Identification Policies and Procedures.
- Verifies and ensures Health Care numbers are current and that all billing information is accurate.
- Confirms and updates patient information such as: address, phone number, emergency contact, family physician, etc.
- Acquires interpreter services if required.
- Enters all patient encounters into Hospital Health Information System (HIS)
- Provides general information following established Release of Information Policy.
- Completes documentation required for procedures and billing which varies from exam to exam.
- Ensures appropriate documentation forms and/or consent for invasive procedures are attached to patient files.
- Processes patient files for booked patients, general x-rays and laboratory tests, recording special procedures performed by hospital physicians.
- Prepares and disseminates all required documentation and files for the next days booked appointments, including printed copies of previous reports as required.
- Maintains requisitions for future clients testing.
- Facilitates the flow of patients in the waiting room for Ultrasound, Mammography and X-ray, ECG and Laboratory.
- Shreds discarded documents containing confidential information.
- Processes data for shadow billing, Nunavut billing and third party billing monthly.
- Works closely with NTHSSA finance to ensure related revenue is collected for Diagnostic procedures.

## **2. Provide clerical support to the Diagnostic Imaging and Laboratory departments**

- Receives requisitions from other hospitals and health centers, ensuring the required information has been provided on the requisition and enters requests into the hospital information system (HIS).
- Verifies that all mandatory information has been provided and is accurate on all requisitions received by Diagnostic Services.
- Maintains clear communication with referring clinics throughout the booking process.
- Complete documentation requirements for procedures, which varies from exam to exam.
- Monitors and maintains clerical supply inventory.
- Prepares copies of digital images when requested by practitioners and patients. Tracks requests for images and distribution of digital copies of images.



- Consults with appropriate clinical staff for appropriate triaging and protocoling of patient exams.
- Facilitates the scheduling/rescheduling of patient procedures, including phone calls and follow ups for confirmation of appointments following departmental processes.
- Assists other program booking coordinators when required.
- Verifies patient identity at the time of registration, utilizing healthcare cards and a secondary form of government issued identification.
- Enters patient into the Hospital Information System (HIS), Radiology Information System (RIS), and/or Laboratory Information System (LIS)
- Receives and accessions Laboratory samples and requisitions into the Laboratory Information System (LIS)
- Receives encrypted emailed reports daily from clinics that include confidential patient information.
- Ensures clients booked and arriving from communities have individual appointment times assigned for Ultrasound and/or Mammography.  
Before entering add-on testing, check with supervisor and communicate add-on tests to technologist(s) once approved.

### **3. Manages Diagnostic Services report distribution.**

- Maintains accurate placement of populated reports on all images and cross-references with original requisition on file.
- Force prints outsources reports and monitors transcription printer for on-site reports periodically throughout each day for distribution.
- Scans outpatient reports into Wolf (EMR), within set timelines, where appropriate.
- Links each document to ordering practitioner.
- Confirms that each link was made successfully by auditing each patient record as the documents are added.
- Distributes reports to clinics/centers not utilizing EMR.
- Monitors requisitions as they are reconciled.
- Identifies any outstanding exams and investigates missing or misfiled reports; notifies the relevant information system administrator or supervisor as required.
- Identifies failed print jobs and imports daily.
- Responsible for resending all failures and clearing errors; reports these cases to the relevant information system administrator.
- Distributes urgent and preliminary reports to appropriate parties; scans and links to EMR, distributes to in-Hospital units, faxes to clinics/centres, where appropriate.
- Performs addenda and fragments, as well as repairing missing/incorrect fields in documents.
- Continually meets established deadlines while ensuring accuracy of all reports cross-referencing procedures to ensure proper maintenance of information systems.



- Whenever possible, use Secure File Transfer (SFT) for sending patient information or fax following NTHSSA SOP: Facsimile Transmission of Patient information.

## **WORKING CONDITIONS**

### **Physical Demands**

The DS/Booking Clerk is required to sit for prolonged periods of time which can lead to physical discomfort. Repetitive strain injuries can occur due to the amount of keyboarding/computer time. Bending, squatting and reaching are required to obtain files and documents on a daily basis. Some walking is required to deliver/ retrieve mail, and obtain files.

### **Environmental Conditions**

The incumbent works with and is continuously exposed (4 - 7 hours per day) to infectious agents such as biological samples, human waste, unpleasant odors, sharps, chemicals and toxic or corrosive agents used during the performance of duties which can lead to headaches, nausea or ill health.

Within STH Laboratory there is a significant amount of "white noise" resulting from many fans and loud equipment which may cause headaches and distraction within the work unit.

### **Sensory Demands**

The incumbent is subject to eye strain on a daily basis.

The incumbent is subject to "white noise" from office equipment and the heating/ventilation system on a daily basis.

### **Mental Demands**

The incumbent deals with constant demands and interruptions from the telephone, fax, clients, and other employees which makes it challenging to complete tasks in a timely manner. Multitasking and prioritization can lead to mental stress and fatigue as well.

As first point of contact with patients, the incumbent will be dealing with emotionally disturbing experiences (i.e. frightened and/or anxious patients and families). Often these situations are exacerbated by a language barrier that must be overcome.

Lack of control over work pace due to the highly variable volume of work can lead to emotional stress or fatigue.



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of general office procedures and familiarity with electronic equipment, i.e., facsimile, photocopier, desk top computer.
- Intermediate to advanced level of proficiency with Microsoft Office, including Excel and Outlook.
- Knowledge of, or the ability to acquire knowledge of the many different procedures/tests and standards of practice of the Diagnostic Services that provide services to both internal and external patients.
- Ability to apply time management skills and prioritize work
- Ability to listen and respond positively in all client situations
- Ability to adapt communication styles to multiple cultural environments (e.g., communication when following elder protocols or cultural safety protocols)
- Ability to understand and follow standard operating procedures
- Exceptional attention to detail to ensure that patient information and laboratory data are documented accurately
- Knowledge of records management and medical filing system practices
- Ability to comprehend written and spoken English.
- Ability to ensure sensitivity to patient needs through acquiring knowledge relating to the geographical/cultural differences of patients, including how these differences affect the delivery of health care.
- Exceptional Interpersonal and communication skills, both oral and written.
- Ability to use and access computer resources such as Medi-Patient, EMR, Resident search, People Soft, PACS and LIS.
- Ability to work as part of a team but also with minimal supervision and be self-directed.
- Ability to independently problem-solve and implement solutions within the outlined scope.
- Skills and the application of knowledge relating to patient safety principle and practices into all day-to-day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- The incumbent must be aware of the importance of patient and health care information confidentiality and must comply with all legislation and procedures directing the handling of confidential patient and organizational information
- The incumbent is exposed to emotionally disturbing situations and is expected to remain calm, controlled, and professional, regardless of the situation and demonstrate care and compassion to the client/patient and other members of the health care team.
- 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.
- Skilled in teamwork with members from a variety of backgrounds and cultures



- As part of the healthcare team the incumbent must be able to recognize workplace and interpersonal conflict and utilize appropriate conflict resolution techniques

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

Grade Twelve (12) (High School/Secondary School) diploma or equivalent. Completion of a diploma in Office Administration and one (1) year of office experience with a recognized medical terminology course.

Equivalency of two (2) years of related experience with customer service/administrative work in a healthcare setting will be considered on a case by case basis.

Previous experience with health based information systems such as MediPatient, LIS, PACS, iEHR, Resident Search and Peoplesoft would be considered an asset.

**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