



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Medical Receptionist, Ambulatory Care Clinic	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-183	Yellowknife	Patient Care Services/ Stanton

## **PURPOSE OF THE POSITION**

The Medical Receptionist, Ambulatory Care Clinic is required to support and facilitate patient flow and the management of charts and records within the clinic. This position is responsible for documenting and maintaining centralized patient information, in a computerized system, for all patients requiring treatment within the Ambulatory Care Clinic.

## **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 Tłı̄ch̄ 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 Tłı̄ch̄ 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.

Stanton Territorial Hospital (Stanton) is an accredited facility, located in Yellowknife, and 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.

Located in Yellowknife, the Medical Receptionist, Ambulatory Care Clinic (Receptionist), reports to the Manager, Specialist, Renal and Chemotherapy Services (Manager), and is responsible for maintaining and promoting communication and controlling patient flow and logistics, and is required to be culturally sensitive when dealing with patients and staff.

The Receptionist acts as a liaison between clients, staff and physicians by relaying information in an efficient and timely manner. This information is of a highly confidential and sensitive nature.

This Medical Receptionist is responsible for ensuring that Ambulatory Care Clinic (ACC) patients are greeted in an efficient, effective and courteous manner. These duties are guided by NTHSSA and Government of the Northwest Territories (GNWT) practices and procedures to ensure accurate and complete documentation.

## **RESPONSIBILITIES**

### **1. Functions as the Medical Receptionist for the Ambulatory Care Clinic.**

- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families.
- Provides support and assistance to patients and families, enabling them to navigate services provided or facilitated through the clinic with ease.
- Receives patient information from various sources.
- Organizes patient/client files.
- Assists patients in the application for Territorial Health Care coverage.
- Informs patients of hospital regulations.
- Verifies Territorial Health Care numbers are current.
- Records and verifies other insurance information.
- Obtains patient chart numbers, updates and maintains correct demographic information in both paper and electronic charts.
- Opens and closes the Ambulatory Care Clinic.
- Ensures appropriate privacy and confidentiality requirements are addressed for all patients and their families.

### **2. Assists patients and their families in navigating access to services offered within the Ambulatory Care Clinic.**

- Greets patients, assesses their needs, and provides excellent customer service.
- Operates the telephone system for the Ambulatory Care Clinic.
- Receives, screens and transfers calls and takes and relays messages.
- Relays information to staff/physicians as required by patients and staff.
- Maintains patient confidentiality.

### **3. Provides reception and information duties.**

- Optimizes the flow of patients and families through the clinic.
- Assists patients and visitors by providing them with information and directions.
- Ensures patient needs are looked after by answering questions or concerns.
- Ensures that patient confidentiality is maintained.

### **4. Carries out general duties as assigned by the Manager, or as required by the daily schedule, to ensure the smooth operation of the Ambulatory Care Clinic.**

- Prepares new charts for clinic use.
- Provides clerical assistance to various programs, operational requirements permitting.
- Monitors departmental office supplies.
- Distributes incoming and outgoing mail and faxes.
- Maintains on-callboard to ensure appropriate information is readily available.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

Within the hospital environment the incumbent may have exposure to infectious diseases.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard office administration protocols, procedures and best practices.
- Computer skills including working in a Windows environment.
- Knowledge of switchboard operation, general office procedures and familiarity with electronic equipment such as fax, photocopier and printer.
- Interpersonal, time management and communication skills.
- Ability to organize and prioritize workload.
- Ability to apply knowledge acquired through a medical terminology course.
- Ability to comprehend and follow both written and verbal instructions.
- Ability to be sensitive to geographical/cultural needs of the regions and understanding of how community and culture impact on the delivery of health care.

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

A high school / secondary school (Grade 12) diploma, and one (1) year of work related experience in a health care setting and a Medical Terminology certificate.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

**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