



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Program Assistant, Ambulatory Care Clinic	
Position Number	Community	Division/Region
48-2845	Yellowknife	Patient Care Services/ Stanton

PURPOSE OF THE POSITION

As a member of the client care team, the Clinical Program Assistant provides research, as well as analytical and administrative support to the physicians, nurse practitioner, staff and clients of the Ambulatory Care Clinic (ACC). The incumbent acts as a liaison with outside resources coordinating information and referrals within the policies and procedures of the Northwest Territories Health and Social Services Authority to ensure that clients accessing the services receive optimal care.

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 Tłı̄ch̄o 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 Tłı̄ch̄o 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 Clinical Program Assistant, Ambulatory Care Clinic, (CPA) reports to the Manager, Specialist, Renal and Chemotherapy Services (Manager), and ensures that all clinic services are provided in an efficient and timely manner. Scheduling, coordinating, planning, and implementing specialist services; individual client needs; availability of out of territory services; as well as demonstrating sensitivity to geographical and cultural diversities, are key to ensure that clients' needs are appropriately served. The CPAs responsibilities directly impact the quality of services delivered to clients and their families, and the cost of the services provided, e.g. Medical Travel budget, hospital operating costs, nurse practitioner and physician specialist costs.

RESPONSIBILITIES

1. Provides administrative and clerical support to physicians, Nurse Practitioner (NP), staff and clients, as assigned.

- Provides patient and family centered care and quality principles in the provision of services to patients, and families.
- Schedules and coordinates procedures and treatments to aid in the restoration of the client's health.
- Maintains and coordinates physician and nurse practitioner schedules.
- Acts as a facilitator for clients, staff and physicians.
- Acts as 'gate keeper' to ensure that Ambulatory Services is operating at its optimal efficiency by, for example, checking that referrals have all required documentation attached, that all necessary test results have been received prior to consultations to avoid unnecessary appointments.
- Requests and arranges travel and accommodation for specialist physicians for travel clinics and liaises with staff at other facilities to ensure that all necessary arrangements are made to ensure an effective and efficient visit to other communities in the NWT and Nunavut.
- Maintains and ensures all charts and files are kept current and accurate, e.g. results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
- Maintains and follows up with regular clients, e.g. booking/tracing appointments.
- Provides clerical support to physicians and clinic staff. Reviews medical letters to extract important data such as follow-up appointments both in the NWT and outside with southern appointments or procedures.
- Schedules and prepares for the visiting specialists on a continuing basis.
- Receives medical referrals and ensures that the prerequisite information is complete before passing onto the physician.
- Wherever possible ensures that appointments in the clinic and elsewhere in the hospital are coordinated to minimize the number of visits the patient is required to make, especially when travelling to Yellowknife from a community, thereby also reducing medical travel costs.

2. Maintains the confidentiality and privacy of patients through the management and control of a confidential patient medical records system.

- Maintains client files and current data re: appointments with other departments, agencies, e.g.: CT scan, physiotherapy, laboratory results, etc.
- Coordinates and communicates changes/appointments.
- Maintains a screening and follow-up system to ensure continuity of client's care and delivery of services.
- Coordinates the procedure wait list and appointment booking to maximize physician/clinic time so as to keep wait list to a minimum also ensuring that patients are seen as quickly as possible.

3. Maintains current data and client information for statistical, informational and educational purposes.

- Provides reporting and statistics on quality outcomes, including but not limited to wait times and patient numbers, procedures, referrals, no shows, etc., on an ongoing basis.
- Organizes and coordinates data collection under the direction of the Manager, Ambulatory Care and Ophthalmology Services, or the Clinical Coordinator, ACC.

4. Provides reception duties, as necessary, due to staffing requirements.

- Acts as Medical Receptionist/Registration Clerk for the Ambulatory Care Clinic.
- Operates the telephone system for the ACC.
- Provides reception and information duties.
- Provides general departmental duties as assigned by Supervisor or daily schedule, to ensure the smooth operation of the ACC.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

In the hospital environment there will be exposure to communicable diseases.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will experience: constant interruptions either by office traffic, telephones and program demands; exposure to demanding/irate clients who feel that they are entitled to faster and better service, either in the clinic or as a patient referred to a southern facility; lack of control over work pace due to constant uncontrolled volume of work; and cancellation/rebooking clinics due to physician emergency demands and client no shows.

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 patient confidentiality protocols and ability in their application to ensure strict patient / hospital confidentiality.
- Knowledge and application of safety and infection control standards.
- Ability to perform computer-based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to client's inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Organization and attention to detail skills in order to administer the multitude of activities to ensure clients are served in a respectful, confidential and timely manner.
- Interpersonal skills with ability to communicate with people of diverse cultures and backgrounds, medical backgrounds and other professional practitioners.
- Ability to defuse conflict when dealing with irate/upset patients in an effective and professional manner.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to prioritize and manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Able to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.

Typically, the above qualifications would be attained by:

A high school / secondary school (grade 12) diploma and,

- Medical Office Assistant diploma, OR,
- One (1) year experience in a medical or health care facility along with successful completion of a Medical Terminology course.

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