



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Program Administrator	
Position Number	Community	Division/Region
48-4054	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Program Administrator is a member of the client care team, and is responsible for supporting day to day operations for the Ophthalmologist including out of territory referrals, billing, scheduling, and surgical caseload. 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 (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ 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 Tłıchʔ 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.

The Program Administrator position is located in Yellowknife at Stanton Territorial Hospital Eye Clinic, and reports to the Supervisor, Ophthalmology Clinic. This position is vital in ensuring that Ophthalmology 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. This position is an important resource/contact for patients, out of territory specialist clinics, medical travel officers, health centres, and Department of Health and Social Services.

The ability to multitask is a major component of this position, with the need to communicate effectively and quickly with the public who may be anxious in more urgent situations. There may be continual interruptions either by office staff, telephones and the program demands itself as well as lack of control over work pace due to constant uncontrolled volume of work.

The Program Administrator's 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, and physician specialist costs.

RESPONSIBILITIES

1. Manages out of territory Ophthalmology services.

- Schedules and coordinates out of territory referrals, procedures and treatments to hospitals and private clinics. Reducing medical travel costs where appropriate by following guidelines set up by the Ophthalmologist.
- Works directly with all ophthalmology sub-specialties to ensure optimal service is provided.
- Coordinates and communicates changes/appointments with out of territory specialty services.
- Acts as a 'gate keeper' to ensure that Ophthalmology services between Yellowknife and out of territory is operating at its optimal efficiency.
- Maintains and ensures all charts that require out of territory assessment and treatment are kept current and accurate, and received in timely manner e.g. consultations, results of tests, and surgeries.
- Provides support and assistance to patients and families leaving the territory for assessment and/or treatment, enabling them to navigate the services provided with ease.
- Counsels patient regarding clinical testing/surgery and expectations and provides appropriate paperwork from southern institution or hospital
- Provides appropriate patient information to obtain prior approval through the medical advisor when required.

- Completes all medical travel paperwork for out of territory bookings.
- Identifies cases needing Health Canada approval and applies for services on behalf of the patient.
- Deciphers out of territory medical letters to extract important data such as follow up appointments for the Ophthalmologist.
- Maintains and follows up with regular clients, e.g. booking/tracing appointments, as well as ensuring follow up appointments are arranged.
- Provides statistical analysis to Department of Health and Social Services as required.

2. Manages the anti-VEGF injection treatment program.

- Discusses potential insurance programs with patient and fills out appropriate paperwork to determine eligibility for injection. This step is vital as the injection is \$1800.00 per eye and the funding must be in place to prevent any loss of revenue.
- Enrolls patients on Eylea NOW program if new to anti-VEGF.
- Acts as a liaison with Field Health Case Manager, Drug Account specialist, and pharmacy manager to further provide enrollment information and coverage details.
- Completes prescription and orders Eylea a week prior to injection through Calgary pharmacy for delivery.
- Schedules injections and special testing in Yellowknife with Technician and Ophthalmologist. Notifies patient and provides medical travel justification when needed.
- Accesses Tele-ophthalmology server, reviews report from Retina Specialist post injection. Calls patient to advise them of findings and reschedules their injections/follow up as necessary.
- Works closely with Retina Specialist responsible for Tele-ophthalmology program.
- Inventories medication weekly for tracking of Eylea NOW drug, Eylea sample and Eylea prescribed drug.

3. Administers, tracks and maintains the physician shadow billing, Nunavut billing, and third party billings to ensure accurate and timely billing of accounts in accordance with policies, guidelines and defined practices.

- Codes all Ophthalmologist encounters ensuring they are complete and accurate using International classification of Disease (ICD-9) codes.
- Processes and submits all claims for billing using the appropriate fee codes in accordance with the GNWT Insured Services Tariff regulations and procedures; provincial and other government regulations and procedures; Worker's Safety and Compensation Commission (WSCC); DND; insurance plan requirements and any other third party billing protocols and procedures.
- Monitors and reconciles the weekly submissions, identifies further actions and follows up on rejected claims
- Enters data for shadow billing, Nunavut billing, self and out of territory billing and submits invoices to STH Finance.
- Works closely with the STH Finance Department to ensure all revenue is collected from out of territory, out of country, lasik companies, and all other third party.
- Researches patient activity to identify processes requiring billing.

- Ensures that ICORE (information system) is updated with information as necessary.
- Educates staff in billing requirements.
- Identifies and submits recommendations for negotiation/consideration of new codes to be added to insured services tariff.

4. Manages and schedules surgical caseload for Ophthalmologist.

- Acts as a resource for Stanton's centralized Operating Room bookings.
- Responsible for the timely scheduling of all Ophthalmology elective surgical procedures at Stanton.
- Prioritizes surgery on a case-by-case basis taking into account, for example, urgency, place of residence, post-operative care, anesthetist's schedules, etc.
- Contacts all patients and health centers to coordinate the completion of the pre-operative assessment and communicate the date and time for surgical procedure.
- Provides the patient information and procedure details to the Operating Room Booking Coordinator.
- Coordinates and maintains the Ophthalmology surgical waitlist to maximize physician/clinic time so as to keep wait list to a minimum also ensuring patient are seen as quickly as possible.
- Ensures optimal use of allocated operating room time, keeping within budget.
- Provides education to patient regarding procedure.
- Acts as the primary resource for patients to answer their questions related to surgery

5. Organizes medical travel requests for referrals south and Yellowknife surgery cases.

- Knowledge of benefit entitlements for each patient and escort according to the Government of the Northwest Territories (GNWT) Medical Travel Policy.
- Requests prior approval from Department of Health and Social Services (DHSS) for private facilities as required before medical travel requests can be initiated.
- Responsible for the timely processing of medical travel requests, to ensure patients attend scheduled appointments.
- Identifies cases that require Health Canada Approval and applies for full cost medical travel. Once obtained, provides approval to Manager of medical travel.
- Initiates medical travel requests which includes the patients personal and medical information, escorts name if required, name and location of referring physician and clinic and name and location of accepting physician and facility, appointment date and time.
- Determines the need for an escort based on Ophthalmological reasons with assistance from Ophthalmologist and supervisor.
- Works closely with our southern counterparts to arrange appointment dates and times that work best for medial travel purposes.
- Supports and assists less experienced medical travel clerks outside of Yellowknife with information regarding Ophthalmology appointments on a regular basis.
- Supplies statistics regarding medical travel as requested by DHSS.

6. Processes Ophthalmologist dictations to provide a permanent record of patient care.

- Applies knowledge of medical terminology, anatomy and physiology and English language rules to the proofreading of dictations.
- Recognizes, interprets and evaluates inconsistencies, discrepancies and inaccuracies in the dictation and appropriately edits, revises and clarifies them without altering the meaning of the dictation or changing the dictator's style.
- Downloads, edits and process reports dictated to an external transcription service.
- Attaches dictated report to MediPatient scheduler.
- Clarifies unclear or incomplete dictations, seeking assistance as necessary.
- Flags reports requiring the attention of the supervisor or dictator.
- Ensures that the dictations have a fast turnaround time of 48-72 hours. An urgent (stat) dictation will be processed as a priority.
- Verifies patient information for accuracy and completeness.
- Formats reports according to established guideline

7. Performs administrative and clerical support to the Ophthalmologist and staff.

- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families.
- Manages the Ophthalmologist's patient schedule.
- Ensures patient needs are looked after by answering questions and concerns.
- Coordinates and communicates changes/appointments to patients.
- Acts as a facilitator for clients, Ophthalmologist and staff.
- Maintains all charts that require follow-up from laboratory, diagnostic imaging services and the tele-ophthalmology program, ensuring timely receipt of results.
- Provides clerical support to Ophthalmologist and clinical staff. Performing general departmental duties as assigned by Supervisor to ensure the smooth operation of the Eye Clinic.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Computer skills including database, spreadsheet and word- processing software.
- Knowledge of medical terminology.
- Analytical, organizational and time management skills to administer work under pressure to meet deadlines, and ensure patients are seen in a timely manner.
- Ability to multitask and effectively respond to fluctuating workloads and demands.
- Adaptability and initiative.
- Ability to work independently, problem solve and be self-directed.
- Inter-personal and communication skills.
- Knowledge of International Classification of Diseases (ICD-9 Codes), and the NWT Insured Services Tariff Schedule.
- Knowledge of Clinical Modification and the Schedule of Medical Benefits to accurately determine fees, as well as proficiency with ICORE.
- Knowledge of accounting procedures, including invoicing, monitoring, reconciliation and collection practices.
- Ability to acquire and apply knowledge of benefit and insurance programs.
- Knowledge of and sensitivity to geographic/cultural needs of patients to ensure healthcare needs are met.
- Knowledge of patient confidentiality protocols and demonstrated ability in their application to ensure strict patient confidentiality.
- Ability to develop a network of resources within and outside of the organization in order to ensure effective communication and support of patients and their families in scheduling appointments and procedures.

Typically, the above qualifications would be attained by:

The completion of a two-year diploma in a health care field, a diploma in health administration or in business administration along with two (2) years of experience working in a clinical environment and 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 Culture Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System(WHIMIS) 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:

☐ Required

☐ Preferred