



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Medical Transcriptionist	
Position Number	Community	Division/Region
48-4057	Yellowknife	Operations & Allied Health/ Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Medical Transcriptionist is responsible for the transcription of medical reports, letters, and other medical documentation for the in-patient and Specialist Programs at Stanton. These duties include but are not limited to the provision of accurate and current transcription services of patient medical reports including history and physicals, consultations, operative reports, ultrasounds, final notes and/or discharge summaries dictated by a large number of physicians, ranging from general practitioners to Orthopods, Pediatricians, Obstetricians, Internists, Anesthetists, General and Oral Surgeons and Otorhinolaryngologists. The Medical Transcriptionist performs services in accordance with the standards and guidelines of the Stanton Territorial Hospital.

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 Tłı̨chǫ 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 Tłı̨chǫ 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 a referral centre for the approximately 43,000 residents of the NWT and approximately 6000 residents of the Kitikmeot Region, Nunavut.

Located in Yellowknife the Medical Transcriptionist reports to the Territorial Manager of Health Records, and is responsible for transcription services for the permanent physician specialties, visiting physician specialties and other personnel associated with the Specialist Programs at Stanton. This position deals with confidential medical information.

RESPONSIBILITIES

1. Transcribes medical dictations to provide a permanent record of patient care.

- Applies knowledge of medical terminology, anatomy and physiology and English language rules to the transcription and proofreading of medical dictation from originators with various accents, dialects and dictation styles.
- Recognizes, interprets and evaluates inconsistencies, discrepancies and inaccuracies in medical dictation and appropriately edits, revises and clarifies them without altering the meaning of the dictation or changing the dictator's style.
- Downloads, edits and processes reports dictated to an external transcription service.
- Clarifies dictation which is unclear or incomplete, seeking assistance as necessary.
- Flags reports requiring the attention of the supervisor or dictator.
- Uses reference materials appropriately and efficiently to facilitate the accuracy, clarity and completeness of reports.
- Ensures that transcription is processed centrally, ordered by date and with a turnaround time of 48-72 hours. An urgent (stat) report will be processed as a priority.
- Meets quality and productivity standards as established by Ambulatory Care and Medical Affairs.
- Verifies patient information for accuracy and completeness.
- Formats reports according to established guidelines.

2. Demonstrates an understanding of the responsibilities related to the transcription of patient records to protect the patient and Stanton.

- Understands and complies with policies and procedures related to patient confidentiality, amendment of medical records, release of information, patients' rights, medical records as legal evidence.
- Meets standards of professional and ethical conduct.
- Recognizes and reports problems, errors and discrepancies in dictation and patient records to supervisor.

3. Follows policies and procedures to contribute to the efficiency of the medical transcription service.

- Demonstrates an understanding of policies, procedures and priorities, seeking clarification as needed.

- Organizes and prioritizes assigned work, and schedules time to accommodate work demands, turnaround-time requirements and commitments.
- Maintains required records, providing reports as scheduled and upon request.
- Participates in quality assurance programs.
- Participates in evaluation and selection of equipment or other transcription processes.

WORKING CONDITIONS

Physical Demands

With some latitude to reorganize duties throughout the day, the incumbent is required to sit at a desk to transcribe for 4 - 6 hours per day using continuous repetitive fine motor movements to process large volumes of work.

Environmental Conditions

No unusual demands.

Sensory Demands

Work is repetitious and subject to tight turnaround times and accuracy. Due to the level of noise and frequent interruptions the incumbent may need to employ intense concentration as well as having keen auditory skills to be able to transcribe dictation from a very varied group of system users.

Mental Demands

The incumbent is subject to short but frequent periods of concentration, and will experience frequent travel clinics, visiting specialists, etc. requiring transcription within a very tight time frame.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to interpret, understand and transcribe reports for the entire specialist program services; both permanent and visiting.
- Computer and word processing skills with high accuracy and a minimum typing speed of 60 wpm.
- Knowledge of medical terminology and physiology, disease processes and treatment, and biochemistry.
- Ability to proofread all medical transcription with regard to accuracy and medical terminology,
- Ability to thoroughly comprehend written and spoken English.
- Ability to apply /adhere to confidentiality protocols.
- Interpersonal and organizational skills.
- Ability to work independently and as part of a team.

Typically, the above qualifications would be attained by:

A grade 12 Diploma, a certificate in Medical Transcription from a one (1) year, accredited, full time course, and a minimum of two (2) years of experience as a Medical Transcriptionist.

ADDITIONAL REQUIREMENTS

Stanton Regional Requirements

Within Stanton, Medical Transcriptionists are expected to acquire in a reasonable length of time, and remain current in, the following:

- Fire Training
- FIT Testing
- Privacy and Confidentiality
- Social Media Training
- Workplace Bullying/Respectful Workplace
- Workplace Hazardous Materials Information System

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