



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Diagnostic Services Clerk/Booking Clerk	
Position Number	Community	Division/Region
48-4457	Yellowknife	Operations and Allied Health/ Stanton Territorial Hospital

## PURPOSE OF THE POSITION

The Diagnostic Services Clerk/Booking Clerk provides administrative and clerical support for the Diagnostic Imaging, Laboratory Services and Respiratory Therapy 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 Tłıchǫ 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 Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA), in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. 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 at Stanton, the Diagnostic Services Clerk/Booking Clerk (DS/Booking Clerk) reports directly to the Diagnostic Imaging Clerical Supervisor (Supervisor), and is part of a small team of Diagnostic Services Clerks who provide administrative and clerical support to the Diagnostic Imaging (DI), Laboratory and Respiratory Therapy units.

Physicians refer patients to Diagnostic Imaging which handles approximately 33,000 DI examinations on an annual basis (100 exams per day).

The Laboratory processes approximately 40,000 outpatient diagnostic tests on an annual basis (160 tests per day).

The Respiratory Therapy unit sees approximately 1750 outpatients on an annual basis (7 exams per day).

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 and nursing stations, and government departments and agencies (i.e. Workers' Safety and Compensation Commission (WSCC, Public Health). This team of Diagnostic Services Clerks will be required to rotate through the Diagnostic Services section of the Yellowknife Primary Care Clinic (YPCC).

The DS/Booking Clerk works in a very high paced environment that demands an exceptionally high 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. As well, the incumbent must be able to step in and perform any one of the tasks in the clerical team.

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

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 shortage in related departments, etc.).

The diagnostic imaging unit interacts directly with other hospitals and health care providers; consequently many of the individuals cannot be dealt with in the same way that you would be with a patient. Diplomacy is required for the incumbent to be successful in this position.

## **RESPONSIBILITIES**

### **1. Provides administrative support to the Diagnostic Imaging, Laboratory Services and Respiratory Therapy unit.**

- Demonstrates patient and family centered care and quality principles 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, Laboratory and Respiratory Therapy departments.
- Ensures all relevant prior exams are available to the technologist and radiologist on the day of the exam.
- Carries out reminder calls to all booked Diagnostic Imaging patients 2 days prior to their exams and rebooks as necessary.
- Works with the NWT Picture Archiving and Communications System (PACS) Administrator to prepare "failed" exams for viewing by the Medical Radiation Technologists (MRT) or radiologists.
- Performs all required receptionist duties to support patients and families.
- Acquires interpreter services, as required.
- 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.
- Enters inpatient and Health Centres encounters in the hospital information system for all exams performed by Diagnostic Imaging.
- 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 the patient files.
- Processes patient files for booked patients, general x-rays and laboratory tests, recording special procedures performed by hospital physicians.
- Prepares/disseminates all required documentation and files for the next days' booked appointments.
- Acts as liaison with patients in ultrasound when chaperone is required.
- Processes data for shadow billing, Nunavut billing and third party billing monthly.
- Works closely with NTHSSA Finance to ensure all related revenue is collected for Diagnostic Imaging procedures.

## **2. Provides clerical support to the Diagnostic Imaging, Laboratory Services and Respiratory Therapy units.**

- Receives DI requisitions from other hospitals and health centers, ensuring the required information has been provided on the requisition and enters requests into hospital information system (HIS).
- Verifies that all mandatory information has been provided and is accurate on all requisitions received by Diagnostic Services.
- Works directly with clinics in other communities preparing DVDs and reports.
- Maintains clear communication with referring clinics throughout the booking process.
- Completes documentation required 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 Radiologist for appropriate triaging and protocoling of patient exams.
- Facilitates the scheduling/rescheduling of patient procedures.
- Assists the Breast Screening Program (BSP) booking coordinator when required.
- Verifies patient identity at the time of registration, utilizing healthcare cards and a secondary form of government issued identification.
- Enters patients into Hospital Information System HIS acting as the Radiology Information System (RIS).
- Receives and accessions Laboratory samples and requisitions into the Laboratory Information System (LIS).

### **3. Manages Diagnostic Imaging Report Distribution.**

- Maintains accurate placement of populated reports on all images and cross-references with original requisition on file.
- Force prints outsourced reports and monitors transcription printer for on-site reports periodically throughout each day for distribution.
- Scans outpatient Diagnostic Imaging 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/centres not utilizing EMR.
- Monitors requisitions as they are reconciled.
- Identifies any outstanding exams and investigates missing or misfiled reports; notifies the PACS Administrator and Clerical Supervisor of these cases.
- Receives encrypted emailed reports daily from outsourcing company for placement through remote desktop access into the Inuvik, Hay River and Fort Smith RIS, PACS and integrated Electronic Health Record (iEHR).
- Identifies failed print jobs and imports daily.
- Responsible for resending all failures and clearing errors; reports these cases to the PACS 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 using cross-referencing procedures to ensure proper maintenance of RIS.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

The Diagnostic Imaging Clerk works in a radiation area in a hospital environment and is exposed to infectious disease as a result of direct patient contact.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- 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.
- Client service skills.
- Skilled in listening, understanding and responding.
- Interpersonal and organizational skills.
- Ability to comprehend written and spoken English.
- Ability to work independently and as part of a team.
- Proficiency with various computer programs including word processing.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impacts the delivery of health care.
- Ability to analyze problems and sort in order of importance.
- Ability to be flexible and alter normal procedures or ways of working to fit a specific situation to get the job done and/or to meet NTHSSA goals.
- Ability to persist which may mean taking two or more steps to overcome obstacles or rejection.
- Ability to participate willingly and support team decisions. This includes doing one's own share of the work and sharing all relevant and useful information.
- Ability to give specific positive or mixed feedback for developmental purposes.
- Ability to display self-control.
- Ability to apply 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.
- Ability to acquire knowledge relating to the importance of confidentiality and adhere to confidentiality protocols including being able to keep personal and medical information private and confidential.
- Ability to promote the autonomy of patients and help them to express their health needs and values to obtain appropriate information and services.

- Ability to demonstrate an understanding of infection control procedures and the reasons behind them; protecting themselves, their coworkers and the public in doing so.

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

Grade Twelve (12) (High School/ Secondary School) diploma coupled with the completion of a recognized Medical Terminology course, plus two (2) years of related experience in a health care setting.

Equivalency of two (2) years of related experience with customer service/administrative work 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 an asset.

**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