



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Diagnostic Services Clerk / Booking Clerk	
Position Number	Community	Division/Region
48-90020	Inuvik	Clinical Integration/Diagnostic Imaging Services/Inuvik

PURPOSE OF THE POSITION

The Diagnostic Services Clerk / Booking Clerk (DS /Booking Clerk) provides administrative and clerical support for the Diagnostic Imaging and Laboratory Services 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 Tłı̄chǝ regions, covering 1.2 million square kilometers and serving approximately 45,000 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines, and monitoring for the entire Northwest Territories. While the Tłı̄chǝ Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines, and policies as established by the NTHSSA.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting



changes to the system's governance structure have enabled a one system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

Cultural safety is an outcome where Indigenous peoples feel safe and respected, free of racism and discrimination, when accessing health and social services. Relationship based care is fundamental to cultural safety because it prioritizes the need for trusting, caring and ongoing relationships between patients and clients with providers. Embedding a culturally safe approach in Health and Social Services has been identified as critical to supporting equitable access to care with the long term goal of improving health outcomes for Indigenous peoples.

The incumbent is expected to model, honor, and promote a culturally safe environment at all times, including working from a perspective that is anti-racist and trauma-informed, employing self-reflection to encourage the professional growth and whole person development of self and others. Indigenous worldviews, practices, and customs must also be respected.

The Beaufort Delta Region (BDR) administers all regional health and social services delivered through the Inuvik Regional Hospital (IRH), seven community health centers, and fourteen sites including Public Health, Long Term Care, Social Services and Dental Therapy as well as a variety of group homes. The Beaufort Delta Region provides and supports the delivery of health care services to enhance health and wellbeing through excellence, accountability, and respect for regional diversity.

Inuvik Regional Hospital (IRH) is an accredited facility, located in Inuvik, and provides services to the Beaufort Delta Region as well part of the Sahtu Region. IRH provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity. IRH maintains a tobacco free environment within the building and throughout the property, recognizing the health hazards associated with tobacco in the workplace, both to smokers and non-smokers alike.

Located in Inuvik at the Inuvik Regional Hospital (IRH), the DS/Booking Clerk reports to the Regional Manager of Laboratory and Diagnostic Imaging Services and is operationally under the direction of the Diagnostic Imaging Team Lead.



The Diagnostic Imaging unit handles approximately 6,000 diagnostic imaging exams annually including X-ray, Ultrasound and Mammography as well as ECGs. The Laboratory processes approximately 20,000 diagnostic tests annually.

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, nursing stations and government departments and agencies (i.e. Worker's Safety and Compensation Commission, Public Health).

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.

The incumbent will be required to deal with a variety of medical and non-medical personnel who have expectations beyond this positions control (i.e., courier deliveries, equipment failures, staff shortages in related departments etc.).

The diagnostic imaging unit interacts directly with other hospitals and healthcare providers, consequently many of the individuals cannot be dealt with in the same way that you would deal with patients. Diplomacy is required for the incumbent to be successful in this position.

RESPONSIBILITIES

1. Provide administrative support to the Diagnostic Imaging and Laboratory departments

- Demonstrates patient and family centered care and quality 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 and Laboratory departments.
- Ensures all relevant prior exams are available to the technologist and radiologist on the day of 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 Technologist (MRT) or Radiologists



- Assists the Diagnostic Imaging Team Lead in ensuring compliance with the NWT Health Information Act and all policies and procedures related to the transmission and sharing of confidential health information.
- Performs all receptionist duties to support patients and families.
- Ensures all patient documentation is accurate and up to date during the registration process and follows the 2 Client Identifier Required Organizational Practice (ROP).
- 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.
- Acquires interpreter services if required.
- Enters all patient encounters into Hospital Health Information System (HIS) for all exams performed in the Diagnostic Services department.
- 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 patient files.
- Processes patient files for booked patients, general x-rays and laboratory tests, recording special procedures performed by hospital physicians.
- Prepares and disseminates all required documentation and files for the next days booked appointments, including printed copies of previous reports as required.
- Acts as a liaison with patients in ultrasound when chaperone is required.
- Maintains folder of Diagnostic Imaging and Laboratory requisitions for future clients testing.
- Facilitates the flow of patients in the waiting room for Ultrasound, Mammography and X-ray, ECG and Laboratory.
- Shreds discarded documents containing confidential information.
- Processes data for shadow billing, Nunavut billing and third party billing monthly.
- Works closely with NTHSSA finance to ensure related revenue is collected for Diagnostic Imaging procedures.

2. Provide clerical support to the Diagnostic Imaging and Laboratory departments

- Receives DI requisitions from other hospitals and health centers, ensuring the required information has been provided on the requisition and enters requests into the hospital information system (HIS).
- Verifies that all mandatory information has been provided and is accurate on all requisitions received by Diagnostic Services.
- Maintains clear communication with referring clinics throughout the booking process.
- Complete documentation requires 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, including phone calls and follow ups for confirmation of appointments following departmental processes.
- Assists the Breast Cancer 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 patient into the Hospital Information System (HIS) acting as the Radiology Information System (RIS)
- Receives and accession Laboratory samples and requisitions into the Laboratory information System.
- Receives encrypted emailed reports daily from clinics that include confidential patient information.
- Ensures clients booked and arriving from communities have individual appointment times assigned for Ultrasound and/or Mammography.
- Before entering add-on testing, check with Team Lead and communicate add-on tests to technologist(s) once approved.
- Assists with the Breast Screening Program (BSP) database maintenance as per departmental processes.
- Ensures the Mammography Technologist Screening report includes the dates of previous exams as required for Mammography.
- Completes and distributes recall letters for the Breast Screening Program.

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 outsources 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/centers not utilizing EMR.
- Monitors requisitions as they are reconciled.
- Identifies any outstanding exams and investigates missing or misfiled reports; notifies the PACS Administrator and Diagnostic Imaging Team Lead of these cases.
- 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.
- Whenever possible, uses Secure File Transfer (SFT) for sending patient information or fax following NTHSSA SOP: Facsimile Transmission of Patient information.

WORKING CONDITIONS

Physical Demands

The DS/Booking Clerk is required to sit for prolonged periods of time which can lead to physical discomfort. Repetitive strain injuries can occur due to the amount of keyboarding/computer time. Bending, squatting and reaching are required to obtain files and documents on a daily basis. Some walking is required to deliver/ retrieve mail, and obtain files.

Environmental Conditions

The DS/Booking 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

The incumbent is subject to eye strain on a daily basis. The incumbent is subject to "white noise" from office equipment and the heating/ventilation system on a daily basis.

Mental Demands

The incumbent deals with constant demands and interruptions from the telephone, fax, clients, and other employees which makes it challenging to complete tasks in a timely manner. Multitasking and prioritization can lead to mental stress and fatigue as well.

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

Lack of control over work pace due to the highly variable volume of work can lead to emotional stress or fatigue.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of general office procedures and office electronic equipment, i.e., facsimile, photocopier and desk top computer



- Knowledge and use of Microsoft Office, including Excel and Outlook
- 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
- Knowledge of records management and medical filing system practices
- Knowledge of health-based information systems such as MediPatient, LIS, PACS, iEHR, Resident Search and Peoplesoft would be considered an asset
- Knowledge and understanding of patient and health care information confidentiality and must comply with all legislation and procedures directing the handling of confidential patient and organizational information
- Knowledge of and ability to follow standard operating procedures
- Interpersonal and communication skills both verbal and written
- Skills and the application of 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 apply time management skills and prioritize work
- Ability to listen and respond positively in all client situations
- Attention to detail skills to ensure that patient information and laboratory data are documented accurately
- Ability to ensure sensitivity to patient needs through acquiring knowledge relating to the geographical/cultural differences of patients, including how these differences affect the delivery of health care
- Ability to work as part of a team but also with minimal supervision and be self-directed
- Ability to independently problem-solve and implement solutions within the outlined scope
- As part of the healthcare team the incumbent must be able to recognize workplace and interpersonal conflict and utilize appropriate conflict resolution techniques
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace

Typically, the above qualifications would be attained by:

Grade Twelve (12) (High School/Secondary School) diploma or equivalent and one (1) year of office experience with a recognized medical terminology course.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

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

NTHSSA has several certifications required upon hire depending on the area where the healthcare provider works, including but not limited to: Aboriginal Cultural Awareness, Biohazard Waste, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

Position Security (check one)

- 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