



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Community Centre Clerk	
Position Number(s)	Community	Division/Region(s)
67-4179	Fort Smith	Acute Care/Fort Smith

PURPOSE OF THE POSITION

Reporting to the Regional Manager Acute Care and working as a member of the Northwest Territories Health and Social Services Authority (NTHSSA), the Administrative Community Centre Clerk is responsible for providing expertise in registration and chart maintenance. The Administrative Community Centre Clerk also provides administrative support to the Acute Care/Emergency Department as well as other departments within the NTHSSA.

This position works within the federal and territorial legislation and policy frameworks. This position carries out its responsibilities in accordance with the GNWT Acts, Statutes, Regulations, Directives, and Policies, the Department of Health and Social Services, and the NTHSSA to effectively meet the needs of the patients served by the NTHSSA.

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 Tłıch'ı 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) 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

The Administrative Community Centre Clerk is an integral part of the Acute Care/Emergency Department team and is directly responsible for the administrative assistance and clerical support of the Department. The incumbent works closely and collaboratively with other NTHSSA Departments and is able to provide those departments with administrative support when necessary.

RESPONSIBILITIES

1. Maintain emergency patient record.

- Registers each patient as they visit the Emergency Department
- Ensures patient demographics are up to date in both the Medipatient and Electronic Medical Record (EMR) systems
- Creates a new patient profile for new patients entering the system e Ensures each patient has current health care coverage Assists patients to apply for renewal or initial health care coverage
- Ensures proper forms are completed for out of province visits
- Maintains Emergency census log
- Ensures completeness of Emergency Records by reviewing records for missing signatures or documentation such as discharge times or EMR entries.
- Organizes Emergency Records for Medical Record staff for filing.
- Ensures all laboratory and diagnostic imaging reports are filed with the appropriate Emergency visit
- Maintains the Repeat Emergency Visit Binder
- Obtains charts from Medical Records upon request of Practitioner or Registered Nurse.
- Knowledge of how to obtain or release medical information when requested in conjunction with the Medical Records Department
- Assists with WSCC process for entering WSCC cases, selection of appropriate forms, and submitting completed forms
- Ensures Public Health is notified of Dog Bite Forms, Tetanus updates, and Blood/Bodily

Fluid exposures

2. Maintain inpatient record.

- Compiles a new inpatient chart when notified of admission ensuring all appropriate forms are labeled with patient identification
- Completes daily census of inpatients for registration
- Completes accurate ICD-9 codes as per diagnoses for billing purposes
- Informs registration of admissions, discharges, and room transfers
- Initiates a discharge summary for the patient and places same on the chart for the practitioner to complete upon discharge
- Completes daily chart checks to ensure completeness of forms, note when signatures are needed, and add additional forms as required
- Ensure out of province forms are signed and completed for all admitted patients who have health coverage from outside the Northwest Territories
- Disassemble charts and organize for filing in Medical Records
- Performs Falls Risk, Braden Scale, Medication Reconciliation, and VTE Prophylaxis audits on all discharged patient charts.
- Make copies of necessary forms from the inpatient chart for appropriate departments

3. Assist with medical travel arrangements.

- Completes appropriate forms for medical travel requests
- Ensures medical travel procedures are up to date
- Contacts appropriate department to arrange medical travel (i.e. GNWT Human Resources for GNWT beneficiaries, Stanton Medical Travel for non-GNWT employees, Federal offices for federal employees)
- Ensures patient/escort has appropriate checklist or information sheet needed prior to travel
- Maintains Medevac Log

4. Maintain statistical records.

- Maintains emergency census log
- Maintains inpatient census log
- Maintains ambulance call log
- Maintains medevac and scheduled air transfer logs
- Completes monthly statistics report including the numbers of births, deaths, admissions, transfers, emergency visits by CTAS score

5. Performs other administrative functions.

- Manages telephone calls coming into the Acute Care and Emergency Departments. Transfers calls appropriately to other areas or care providers.
- Answers ambulance calls and dispatches the ambulance when necessary.
- Completes ambulance call sheet and faxes same to the ambulance bay
- Maintains ambulance call log
- Ensures referrals are faxed or hand delivered in a timely manner
- Completes out of province billing

- Monitors attendance of all Acute Care/Emergency Department Staff
- Sorts and distributes faxes received to the appropriate areas
- Sorts and distributes internal and external mail received for Acute Care/Emergency
- Develops and distributes monthly on call schedules for Physicians, Midwives, Social Workers, and Community Counseling with input from each department
- Creates and updates telephone lists
- Maintains information binder containing specialist visits, eye team visits, coroner information, translators, Commissioners of Oaths, etc.
- Updates and faxes daily diet request form to the kitchen
- Aware of role during Code Red and fulfills same
- Assists with orientation of new Registered Nurses and Practitioners
- Orders and maintains adequate stock of office supplies and necessary forms for charting
- Updating client information handouts in coordination with the Clinical Leader
- Ensures checklists for RNs are printed weekly and as required
- Maintains master signature record
- Responds to call bells in an appropriate manner and relays information to the appropriate staff member

6. Other departmental activities as assigned

- Participates in Departmental and Organizational Quality Assurance activities
- Participates in Occupational Health and Safety activities
- Participates in NTHSSA Staff Meetings
- Assists with other duties as assigned

WORKING CONDITIONS

Physical Demands

This position requires long periods of sitting at a desk and computer within a typical office environment. The incumbent will be required to walk to the Medical Records Department, the Registration Desk, and to the Medical Clinic several times per day to deliver or obtain files or documents.

Environmental Conditions

This position is located in the Acute Care/Emergency Department of a hospital and as such the incumbent will have some exposure to infectious disease or illness as well as patients who are experiencing critical illnesses or crises. The area is very busy with many distractions and disruptions.

Sensory Demands

The incumbent will be exposed to constant noise from the four phone lines which are managed by the incumbent as well as noise coming from the Emergency Room waiting area. The incumbent will also be exposed to unpleasant sights, sounds, and odors from ill patients

and may be required to respond to an emergency situation as appropriate.

Mental Demands

The nature of this position is such that at any given time there may be several telephone lines ringing, and several patients, visitors, and staff requiring assistance at the same time. It is imperative that the incumbent be able to make accurate and immediate decisions regarding patients and situations. These decisions may have a significant impact on the safety, comfort, and well-being of patients, staff, and visitors. There is potential for the incumbent to deal with patients who are experiencing crisis and displaying an array of emotions and behaviors.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent Computer Skills - Must be effective with computer processing, specifically Microsoft Word, Microsoft Excel, Microsoft Outlook, and internet use.
- Written and Verbal Communication Skills - Includes listening, observing, identifying and reporting; ability to clearly articulate new ideas and insights.

Typically, the above qualifications would be attained by:

The knowledge, skills, and abilities required to fulfill this position are typically acquired through completion of the following:

A certificate in office administration, completion of medical terminology, and two years of work experience in a clerical or administrative position in an office setting. Preference will be given to those with clerical or administrative experience in a health care setting.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements

Within the Fort Smith Region, all employees must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS
- CPR
- Non-Violent Crisis Intervention
- Medipatient and Electronic Medical Record Training

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

Aboriginal language: To choose a language, click [here](#).

☐ Required

☐ Preferred