



Job Description

IDENTIFICATION

Position Number	Position Title	
U05-40; U06-40; U07-40	Clinic Assistant	
Department	Position Reports To	Site
Clinic Services	Manager, Primary Care & Community Health	Medical Clinic & Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Clinic Assistant provides clinic support, records management, client registration and administrative support to Clinic Services.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The HRHSSA provides primary and secondary level health care services to a catchment population of approximately 6000 residents of the South Slave Region of the Northwest Territories. The Clinics serve this area with approximately 125 clients seen per day.

The Clinic Assistant on any given day or week could be assigned to any of the three key areas of responsibility. For example one week the Clinic Assistant might be providing client registration and administrative services; the next perhaps working in records management and the following week providing clinic services. The incumbent must be proficient in all areas of responsibility, and no one area is more important than the other. The Clinic Assistant must be able to transition effortlessly between responsibility areas. The need to understand medical terminology is present in all responsibility areas.

RESPONSIBILITIES

1. Provides client registration and administrative services for medical and specialist clinics

Main Activities:

- Schedules client visits according to specific needs, locally and externally.
- Answers and directs telephone calls, or as needed, takes clear concise messages and refers messages to the appropriate person and/or program.
- Assists clients in completing forms.
- Arranges for interpreters as required.
- Registers clients upon arrival and ensures all demographic information is current, including healthcare number.
- Maintains client lists such as wait, callbacks and cancellations.
- Rebooks client appointments as necessary.
- Collects and distributes faxes coming and going.
- Accepts and records payment for all non-insurable services.
- Participates in the workplace, in a safe and respectful manner.
- Provides secretarial/administrative support to Manager as directed.
- Books all Laboratory, X-ray and mammogram appointments, including travel, for clients going to Yellowknife/Edmonton as well as making sure all previous mammogram and X-ray films and corresponding requisitions are forwarded to the proper destination.
- Provides prenatal information, including awareness of the 37 week transfer policy; arranging referral to an outside facility/physician, tracking lab results to ensure file is complete for transfer; ensuring release of information is signed and travel is arranged.
- Calls clients to pick-up forms which the practitioners have completed, and collects appropriate fee(s) for the forms.
- Greets clients and directs them to waiting room.
- Ensures reception desk/areas are staffed, at all times.
- Promotes good public relations through courteous and polite work behavior.
- Informing clients of the wait time to see the physicians/specialists if the physicians are attending an emergency; reschedule clients if necessary.
- Records and compiles daily statistics under the direction of the Manager of Primary Care & Community Health
- Completes travel warrants as required.
- Photocopies and faxes forms, travel warrants, referrals, client charts for transfer, letters, Information to other offices: THIS, GNWT etc.
- Orders and maintains the proper quota of stationary supplies.
- Assists Physicians & Nurse Practitioners when necessary with the electronic medical record
- Assists in orientating new Physicians and Nurse Practitioners
- Assists with orientating new staff to the reception & scanning/linking workstation.
- Shredding confidential material, as required.
- Ensures that the Release of Information document is completed in accordance with HRHSSA policies and procedures relating to the release of this information to 3rd parties for example Lawyers, Specialists, RCMP etc. is adhered to.
- Writes receipts for money received and balances cash box.
- Scans & links loose reports into corresponding client electronic file.
- Maintains the electronic scheduler.

- Transcribes dictation by the physicians. Ensuring documentation contains all necessary client information. Submitting this to physicians and making necessary corrections and forwarding to appropriate clinic, person or department.
- Ensures all documentation is accurate with client demographics, diagnosis and signature for billing purposes.

2. Clinic Duties

Main Activities:

- Perform pregnancy and urinalysis testing
- Prepare lab specimens for transport
- Take electronic vital signs, recordings and other data such as height, weight, and waist circumference
- Escort clients not requiring nursing services to an examination room
- Prepare examination rooms for clients
- Attends with a client in examination room, upon request of the practitioner
- Direct client flow through clinic
- Keep waiting and examination rooms organized
- Administers requests for clients information from practitioners and/or nursing staff
- Prepares clinic for opening, client rooms (ensured they are clean and stocked), arranges reception areas with necessary tools to carry out duties, logs into and off all necessary systems
- Prints the day sheets from the EMR for the clinic day and attaches all necessary supporting documents
- Assists practitioner and nursing staff if and when appropriate to enable clients to be seen in a timely manner

POSITION ROLE IN CLIENT & STAFF SAFETY:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and

Participating in safety initiatives

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.

- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- The responsibility of this position requires the incumbent to have good interpersonal, time management and communication skills to be able to prioritize simultaneous work assignments in an environment where situations change rapidly.
- Sensitive to geographical/cultural needs of the regions and understand how community and culture impact on the delivery of the health care team.
- Ability to handle multiple tasks, meet deadlines while displaying a calm and appropriate manner
- Ability to remain organized and pay attention to detail in order to administer the multitude of activities to ensure clients are served in a respectful, confidential and timely manner, under the stressful day to day operations of the medical clinic
- Knowledge and ability of general office procedure and familiarity with electronic equipment.
- Experience in dictation transcription is essential.
- Ability to learn to accurately and efficiently perform clinic support services such as urinalysis testing
- Knowledge of confidentiality protocols and demonstrated ability to apply such
- An understanding of records management with knowledge of medical records and ability to learn and use an electronic medical record system
- Computer literate with an ability to use and/or learn a variety of software programs within a fast paced computerized environment.
- Ability of prioritize
- Ability to accept and account for payments accurately
- Ability to comprehend and follow direction both in writing and verbally
- Ability to independently problem solve and implement a solution within the scope of their responsibility
- Proven knowledge of medical terminology

The level of knowledge most commonly preferred is three years clinical experience in a medical or health care setting. Knowledge in medical terminology plus basic computer skills are required. CPR and/or First Aid training is desirable.

WORKING CONDITIONS

Physical Demands

The Clinic Assistant is required to sit, bend, lift, carry, push, pull and stretch throughout the working day. The frequency varies from moderate to high, depending on the activity in the clinics. This

may lead to neck, back or arm strain or injury. During stressful situations while interacting with clients or the public, in general it is common to suffer from back/muscle strain before the shift ends.

Environmental Conditions

Frequent interruptions from telephone calls, other staff/physicians/specialists and clients requiring continual prioritizing of work happening simultaneously. The incumbent is exposed to a busy work environment that includes at times screaming, demanding and rude clients (i.e., psychiatric or in physical pain) and/or crying children. Exposure to contagious disease carried by clients is daily and is in moderate intensity.

Sensory Demands

The incumbent must pay attention to repetitive details with many interruptions. The incumbent must listen intently to verbal communication by telephone and face to face. Understanding clients with a variety of linguistic and cultural backgrounds, and to closely observe body language. The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reprioritizing one's work duties. The demands and expectations are usually moderate to high in intensity. There is a need to remain focused and acutely aware of all the activities in the clinics. The senses of hearing, watching, touching and focused listening are extremely important in order to act quickly to situations.

Mental Demands

Clinic Assistant is exposed to the Cultural Sensitivity.

The environment is dynamic and always constantly changing; therefore, the incumbent has no control over their work pace. The clinic assistant must deal with a variety of people every day including clients, physicians and other departments. Because the incumbent is the first point of contact for the clinic, he/she must be professional, empathetic, tactful and diplomatic when dealing with the public. The incumbent may sometimes be confronted with difficult and angry clients dissatisfied about the wait time or appointment scheduling and must be able to handle the client with a calm and professional demeanor. Suffering verbal abuse may at times cause mental fatigue and stress.

The Clinic Assistant is at the center of the office and generally can only leave this area at breaks or mealtime. There is concentrated attention to detail required for prolonged periods of time and exposure to emotionally disturbing people.

CERTIFICATION

Position Number:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.

New – May 2011
Scope – August 2011
Added 2 position numbers April 16, 2012
Scope – Dec 2016
Commitment to Client Centered Care – March 2017