



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911 route Mackenzie
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

IDENTIFICATION

Position Number	Position Title	
NEW	Medical Travel Officer	
Department	Position Reports To	Site
Medical Travel Administration	Manager, Primary Care & Community Health	Hay River Regional Health Centre

PURPOSE OF THE POSITION

This position is responsible for scheduled, patient medical travel requests during normal government business hours. After hours on-call support may be required. The incumbent is responsible for coordinating, tracking and recording the movements of all patients and escorts who arrive in or leave Hay River for medical attention. The incumbent delivers medical travel benefits to residents of Hay River and surrounding region.

The incumbent must interpret the benefit entitlements for each client and escort according to the Government of the Northwest Territories (GNWT) Medical Travel Policy and numerous related policies, directives and acts. The incumbent's decisions and recommendations affect the way the Medical Travel Program is delivered, which impact patients and escorts directly but can also impact various other parties such as health professionals, patient families, health facility services, contractors, and vendors on a daily basis, during regular business hours.

SCOPE

Hay River Health & Social Services Authority (HRHSSA) locations include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or Náydı Kúę. 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.

This position is located in Hay River and reports to the Territorial Manager of Patient Movement whom is located in Yellowknife. Local supervision will be provided by the Manager, Health Records with the HRHSSA. The Medical Travel Officer is responsible for the front-line delivery of Medical

Travel Services. The incumbent is responsible for the interpretation of Medical Travel benefit entitlements for all patients and escorts that arrive, stay, and depart Hay River. The Medical Travel Officer must communicate and explain these benefits to clients and other interested and inquiring parties such as health professionals, service providers, etc. while maintaining strict patient confidentiality.

The incumbent receives, verifies and processes requests for Medical Travel inside of the NWT for all residents of the Hay River and region. The number of referrals processed per month is in excess of 950 for the NWT. Each referral generates 3-8 phone calls, faxes, emails or inquiries.

The incumbent is responsible for initiating, coordinating, and processing all Medical Travel and related documents for Medical Travel for the residents of the Hay River and region. The incumbent is responsible for receiving and processing all notices for clients and escorts arriving in Hay River and ensuring all ground transportation and accommodation arrangements are made prior to their arrival. The incumbent is responsible for coordinating and processing any Medical Travel required beyond Hay River for all NWT residents.

The incumbent is responsible for processing client and vendor travel documents for both financial and statistical purposes. The incumbent may authorize commitment of expenditures up to \$2,000 without prior approval.

This position acts as a liaison and advisor to health professionals and less experienced Medical Travel clerks/officers outside of Hay River who authorize Medical Travel on behalf of the NTHSSA on a daily basis. The incumbent will also perform office administrative tasks as needed.

RESPONSIBILITIES

1. Receives, verifies and processes requests for Medical Travel inside of the NWT for all residents of Hay River and the region

- Ensures clients have valid NWT Health care coverage;
- Ensures both the client's diagnosis and the service being provided is an Insured Service under the NWT Medicare Act;
- Ensures the facility being referred to is an Insured Facility under the Hospital Insurance and Health and Social Services Administration Act;
- Determines if client is going beyond the nearest centre and why;
- Liaises with clients, physicians, clinics, hospitals, and service providers;
- Approves or denies all requests for escorts in accordance with the Ministerial Policy Medical Travel - Escort Criteria;
- Verifies appointments as required;
- Ensures that all relevant information is received and recorded;
- Prepares exception requests that fall outside the scope of the Medical Travel policy for the Deputy Minister to approve or deny;
- Ensures the receipt of Third Party approvals, for example: NIHB, HSA Prior Approval, EHB, MSE, Dental Approval;
- Approves or denies requests for travel;
- Notifies all appropriate health facilities of approval/denial;
- Determines Medical Travel benefits according to the GNWT Medical Travel Policy and numerous related policies, directives and acts as well as NTHSSA policies, procedures, protocols, guidelines, and operational work instructions; and
- If the request is approved, creates a case in the Health Management Information System (HMIS) and data enter the referral information by determining benefit program for coding and billing purposes.

2. Initiates, coordinates and processes all Medical Travel and related documents for Medical Travel for the residents of Hay River and the region.

- Determine and explain Medical Travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts as well as Northwest Territories Health and Social Services Authority policies, procedures, protocols, guidelines, and operational work instructions to clients, family members and other interested parties;
- Ensure client and non-medical escort(s) have signed a Medical Travel Agreement Form and valid ID;
- Plan, coordinate and arrange client and/or escort travel with taxi and/or bus contractors, ambulance services, charter air carriers, scheduled air carriers, contracted travel agencies, hospitals, health centres, boarding homes, hotels and other Medical Travel related units;
- Plan, coordinate and arrange client and/or family travel for Treatment (Addiction Services) when received from Adult Mental Health Services;
- Ensure medical equipment or special needs requests are filled out and submitted correctly for clients. For example: clients requiring oxygen, full lift, wheelchair;
- Data enter travel and accommodation arrangements into client's case on the HMIS; and
- Communicate impending travel to all relevant parties.

3. Initiates, coordinates, and processes any Medical Travel required beyond Hay River for all NWT residents

- Determine and explain Medical Travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts as well as NTHSSA policies, procedures, protocols, guidelines, and operational work instructions to clients, family members and other interested parties;
- Ensure client and non-medical escort(s) have signed a Medical Travel Agreement Form and valid ID;
- Plan, coordinate and arrange client and/or escort travel with taxi and/or bus contractors, ambulance services, charter air carriers, scheduled air carriers, contracted travel agencies, hospitals, health centres, boarding homes, hotels and other Medical Travel related units;
- Plan, coordinate and arrange client and/or family travel for Treatment (Addiction Services) when received from Adult Mental Health Services;
- Ensure medical equipment or special needs requests are filled out and submitted correctly for clients. For example: clients requiring oxygen, full lift, wheelchair;
- Data enter travel and accommodation arrangements into client's case on the HMIS; and
- Communicate impending travel to all relevant parties.

4. Receives and processes all notices for clients and escorts arriving in Hay River and ensures all ground transportation and accommodation arrangements are made prior to their arrival.

- Receive and verify client information;
- Determine and explain Medical Travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts as well as NTHSSA policies, procedures, protocols, guidelines, and operational work instructions;
- Based on entitled benefits, plan, coordinate and arrange client and/or escort travel with taxi and/or bus contractors, ambulance services, chartered air carriers, scheduled air carriers, contracted travel agencies, hospitals, health centres, hotels, boarding homes and other Medical Travel units; and
- Act as a liaison between the boarding homes and the client's home community or region.

5. Processes documents for both financial and statistical purposes.

- Approval Request Forms, HMIS Authorizations and reimbursement claims must be completed, verified, coded, authorized and input into the HMIS system;
 - Process invoices as they are received, and as contractually agreed upon with vendors - failure to comply results in penalty fees levied by the vendors (volume is approximately 800 per month);
 - Process all reimbursement claims for all travel costs incurred privately during client and escort travel within and outside the NWT; and
 - Maintain records of client and or escort travel for reference or audits.
- 6. Acts a liaison and advisor to health professionals and less experienced Medical Travel clerks/officers outside of Hay River who authorize Medical Travel on behalf of the NTHSSA on a daily basis.**
- Must work collaboratively with Medical Travel clerks/officers in other communities;
 - Provides advice to health professionals across the NWT regarding the entitlements under the GNWT Medical Travel Policy or specific procedures currently in place; and
 - Acts as an advisor to less and inexperienced clerks regarding procedures and policy on a day-to-day basis.
- 7. Perform other duties as assigned.**
- Perform general office duties, i.e. file maintenance and archiving, responses to general correspondence, drafts and maintains pamphlets for distribution regarding benefits photocopying, faxing, etc;
 - Participate in meetings, committees, etc. as required;
 - Make recommendations to the Manager to improve procedures, services, forms etc;
 - Refer clients to other agencies and departments, as required;
 - Assist patients with medical travel eligible reimbursement claims for boarding and travel costs incurred privately; and
 - Other duties as directed by Manager, Medical Travel.

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 responsibilities of this position require knowledge of the NWT Health & Social Services system, Canada Health Act, NWT geography and cultures, and knowledge of the transportation industry, particularly in northern air travel.
- Knowledge of medical terminology and air transportation terminology is required.
- Responsibilities require 2-3 years of related work experience either in the travel or health care industry as well as direct experience dealing with the public.
- Patience, tact, and sound judgment are required.
- Must have good written and verbal communication skills.
- Must have excellent telephone communication skills and interpersonal skills, organization and time management skills, good decision making abilities and sound computer skills.
- Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:
 - Non-Violent Crisis Intervention

Typically the above qualifications would be attained by the completion of grade 12 and 2 years' experience working directly with the public in Healthcare or travel industry.

Additional Requirements

Knowledge of non-violent crisis intervention techniques is an asset.

WORKING CONDITIONS

Physical Demands

Incumbents spend 90% of their time making Medical Travel arrangements by telephone or in person and therefore are at risk for neck and shoulder pain associated with that function.

Environmental Conditions

Incumbents work in a crowded and busy office work environment. Because they often deal with sick patients directly, there is some exposure to illness.

Sensory Demands

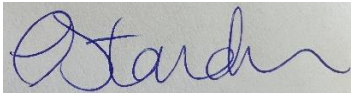

Incumbents need to multi-task and constantly prioritize. They often need to “tune out” conversations that are taking place across from them to accomplish tasks required.

Mental Demands

Work is mentally stressful because of its complexity and the need to communicate effectively and quickly with the public and health professionals who may be anxious in emergency situations. Upon occasion, incumbents receive verbal abuse (and on rare occasions are at risk for physical abuse) therefore patience, tact, and sound judgment are required as well as use of non-violent crisis intervention techniques.

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>Primary Care & Community Health Manager _____ Supervisor Title</p> <p></p> <p>_____ Supervisor Signature</p> <p>Date: 11 Oct 2022</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p></p> <p>_____ Director/Chief Executive Officer Signature</p> <p>03 May 2022</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 - Feb 2018

Dec 2020 – added NVCi requirement, amended office location & reports to

April 2022 - Náydi Kúé location