



IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U01132	Telehealth Coordinator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Information Services	Manager, Information Services	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Telehealth Coordinator will plan, coordinate, support and promote the effective delivery of Telehealth; Teleconsult and Telemental Health services related to patient focused clinical applications, inter-professional education, research and administrative functions via the GNWT Telehealth network.

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 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.

RESPONSIBILITIES

Main Activities:

- Serve as the primary contact for scheduling of the Telehealth appointments and video conferencing rooms.
- Responsible for initiating billing processes for Telehealth services, if applicable.
- Coordinate with an outside technical support team to ensure all problems and system development needs are addressed.
- Provide excellent public relations and support for the marketing of Telehealth services available.
- Assist in data collection and report generation under the direction of the Manager, Information Services.
- Other related Telehealth duties as directed by the Manager, Information Services.
- Assist provider to set up an appointment for patients to consult through Telehealth unit with specialty providers.
- Remind patient and provider in a timely matter of their Telehealth consultation.
- Prepare consultation room and equipment prior to scheduled appointment. Make sure successful video connection has been made, and stand-by during consultation to provide technical assistance when necessary.
- Assist patient and provider with paperwork requirements prior to the Telehealth consultation as indicated in the Telehealth policies and procedures.
- Act as a liaison between referring physician, patients, specialty physicians, clinic staff, admissions, patient accounts, funding sources, and other departments or services as needed.
- Facilitate the development of continuing educational programming utilizing the Telehealth equipment and/or consultants by coordinating between an outside Continuing Medical Education Program with all medical staff who is to require taking it.
- Responsible for scheduling Telehealth facilities and for the technical preparation for educational sessions.
- Ability to relate to the public regardless of ethnic, religious and economic status.
- Assist Specialty Clinic Staff with administrative tasks when Telehealth duties permit and time allows.
- Assist other departments with Special Projects under the direction of the Manager, Information Services when Telehealth duties permit and time allows.

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.

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.

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.

KNOWLEDGE, SKILLS AND ABILITIES

- High School diploma
- Excellent verbal and written communication skills, comprehend and convey information clearly.
- Some experience in a clinical setting.
- General knowledge of clinic scheduling systems, billing system and general knowledge of reimbursements mechanism and payor requirements.
- Excellent computer skills and an ability to learn and comprehend the general technical requirements for the Telehealth systems. Ability and skill to proficiently

operate a PC for Excel, Word, Internet and other software requirements as needed.

- Demonstrate ability to communicate effectively with physician and clinical staff.
- Ability to maintain confidentiality exercises discretion, use independent and mature judgement, work independently without supervision and commit to excellence.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

WORKING CONDITIONS

Working conditions identify the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency and duration of occurrence of physical demands, environmental conditions, sensory demands, and mental demands.

Physical Demands

There is limited physical effort required for this position.

Environmental Conditions

As this position works in health care environments (i.e. hospital and several clinics) and the incumbent may be exposed to infectious diseases.

Sensory Demands

The incumbent must pay attention to repetitive details with some interruptions that could disturb workflow.

The nature of the work demands long periods of concentration on work that is repetitious and at times monotonous. The demands and expectations are usually moderate in intensity.

Mental Demands

The incumbent is subject to frequent interruptions from the telephone and face-to face inquiries.

There is concentrated attention to detail required for prolonged periods of time
The incumbent has regular contact with individuals with a wide variety of professional backgrounds, personalities and temperaments

CERTIFICATION

Position Number:

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature 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.

December 2014 – New
June 2016 – scope, editorial
March 2017 – commitment statement, logo, editorial
April 2022 – NVCI & Náydi Kúę location update