



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Medical Travel Officer	
Position Number	Community	Division/Region
48-15910	Fort Simpson	Territorial Operations/Dehcho

PURPOSE OF THE POSITION

The Medical Travel Officer is required to schedule patient medical travel requests during normal government business hours, and is responsible for coordinating, tracking and recording the movements of all patients and escorts who arrive in, or leave, Fort Simpson for medical attention. The incumbent delivers medical travel benefits to residents of the Dehcho Region of the Northwest Territories.

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 Tłıchǫ 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.

This position is located in Fort Simpson and reports to the Territorial Manager, Patient Movement in Yellowknife. The Medical Travel Officer is responsible for the interpretation of medical travel benefit entitlements for all patients and escorts that arrive, stay and depart

Fort Simpson. The incumbent must communicate and explain these benefits to their clients and other interested and inquiring parties such health professionals, service providers, etc. while maintaining strict patient confidentiality.

The Medical Travel Officer interprets the benefit entitlements for each patient and escort according to the Government of 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.

The incumbent initiates the medical travel documents, dispatches and is responsible for the tracking and recording of all emergency medical evacuations from various communities in the Dehcho Region arriving or departing Fort Simpson. Emergency evacuations processed can range from 2 to 5 per month and are in excess of 240 annually. These documents serve as the official documents utilized in any medical investigation if required.

The Medical Travel Officer receives and processes all notices for patients and escorts arriving in Fort Simpson from all communities in the Dehcho Region and ensures all ground transportation and accommodation arrangements are made prior to their arrival. They coordinate any travel required beyond Fort Simpson and arranges for the traveler(s) return to their home community from Fort Simpson. They initiate, coordinate and process all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of the Dehcho Region. The number of referrals processed per month is in excess of 100 and each referral generates 3- 8 phone calls, faxes or inquiries.

The Medical Travel Officer is responsible for the timely processing of patient and vendor travel documents for both financial and statistical purposes. Travel authorizations are printed, verified, coded and input. Medevac billings for 3rd party revenue collection are calculated and appropriate documentation must be forwarded. Errors/failures could result in \$125 - \$15,000 in lost revenues per patient referral.

This position acts a liaison and advisor to health professionals and less experienced medical travel clerks outside of Fort Simpson who authorize medical travel on behalf of the NTHSSA on a daily basis.

The incumbent may authorize commitment of expenditures up to \$10,000 without prior approval.

RESPONSIBILITIES

- 1. Initiate the medical travel documents, and dispatch, track and record all emergency medical evacuations from various communities in the Dehcho Region arriving and departing Fort Simpson.**

- Receive and verify patient information from health professionals and record the time and particulars for each step in the process by creating the Patient Medical Travel Form which includes:
 - The patient's personal information (i.e. full name, date of birth, home address, health care number, next of kin, employer information and language spoken)
 - The patient's medical information (i.e. diagnosis, special needs and ground transportation requirements)
 - The escort's name if required and reason why the health professional is sending an escort
 - Name and location of caller, referring and accepting physician, accepting facility
 - Contact air carrier and record which aircraft is being dispatched, patient and escort names, and destination.
 - Contact the applicable interpreter and fax the Patient Medical Travel Form to the Language Services office at Stanton Territorial Hospital.
 - Determine medical travel benefits according to the GNWT Medical Travel Policy and numerous related policies, directives and acts.
 - Plan, coordinate and arrange patient and/or escort travel with taxi contractors, hospitals, health centers, boarding homes and other medical travel related units.
 - Complete and authorize medical travel authorizations and prepare authorizations for data entry noting benefits codes.
 - Maintain records of patient and/or escort travel for reference and/or audit.
 - Maintain patient confidentiality in accordance with policy.
- 2. Initiate, coordinate and process all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of the Dehcho Region.**
- Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts to patients, family members and other interested parties.
 - Create the Case Report in the Health Management Information System (HMIS) with the entire patient and escort information to print an authorization for the Travel Agency to book the traveler(s) on scheduled flights.
 - Plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centers, boarding homes and other medical travel related units.
 - Maintain records of patient and/or escort travel for reference and/or audit.
 - Maintain patient confidentiality in accordance with policy.
 - Receive client phone calls(s) after hours if their flights/travel plans have been altered or canceled. The incumbent will need to rebook all travel in that case.
- 3. Receive and process all notices for patients and escorts arriving in Fort Simpson and ensure all ground transportation and accommodation arrangements are made prior to their arrival: coordinate any travel required beyond Fort Simpson and arrange for all travelers(s) to return to their home community from Fort Simpson.**
- Receive and verify patient information
 - Determine and explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and acts.

- Advise Language Services as required.
 - Based on entitled benefits, plan, coordinate and arrange patient and/or escort travel with taxi contractors, ambulance services, air carriers, scheduled air carriers, contracted travel agency, hospitals, health centers, boarding homes and other medical travel units.
 - Complete and authorize medical travel warrants or authorizations for data entry.
 - Maintain records of patient and/or escort travel for reference and/or audit.
 - Maintain patient confidentiality in accordance with relevant acts / policy.
- 4. Provide timely processing of all travelers and vendor travel documents for both financial and statistical purposes.**
- Travel warrants, case reports or authorizations must be completed, verified, coded, authorized and input into the HMIS system.
 - Must canvas their designated communities weekly to ensure that travel warrants are received and must then process the incoming documents within a 7-day period as contractually agreed upon with vendors failure to comply results in penalty fees levied by the vendors (volume is approx. 800 per month).
 - Accuracy is important as financial and statistical information is derived from the processing of source documents.
 - Actively seek out employer information pertaining to medical travel clients and/or family and investigate medical travel benefits offered by employers and collect, update and maintain information for revenue collection purposes failure results in lost revenues.
 - Participate in investigations and ministerial inquiries by retrieving and preparing background documents and information.
 - Medevac back-up documents must be prepared, billings for 3rd party revenue collection are calculated, invoices are created and data is reconciled - errors or omissions result in lost revenues and confusion and relationship damage to payers and vendors.
 - Maintain records of patient and/or escort travel for reference and/or audit.
 - Maintain database of all Medevac's.
 - Code/complete incoming invoices/backup as required.
- 5. Act as a liaison and advisor to health professionals and less experienced medical travel clerks outside of Fort Simpson who authorize medical travel on behalf of the NTHSSA on a daily basis.**
- Work collaboratively with medical travel clerks in other communities as this position may be the sole resource for medical travel related decisions.
 - Provide advice to health professionals in communities outside of Fort Simpson regarding the entitlements under the GNWT Medical Travel Policy or specific procedures currently in place.
 - Act as advisor to less experienced clerks regarding procedures and policy on a day-to-day basis.
 - Fields phone calls and faxes regarding medical travel interpretation of benefits for casual clerks and Nurse in Charge (NICs) filling in for sick and vacationing employees as required.

6. Perform other duties as assigned

- Review information on the medical travel warrants and referrals received by various other medical travel coordinators and correct errors and follow up on missing data.
- Process completed medical travel warrants and provide authorization to Financial Services for payment.
- Complete and enter data from source documents to the HMIS medical travel computerized system.
- Maintain files and records on entries.
- Verify and data enter information to prepare invoices for payment.
- Provide information to the general public and interested parties regarding the medical travel entitlements under the GNWT Medical Travel Policy and numerous related policies, directives and acts.
- Assist health professionals with the interpretation and clarification of the Medical Travel Policy, airline policies, and related referral and travel information.
- Assist patients with medical travel eligible reimbursement claims for boarding and travel costs incurred privately.
- Maintain monthly statistics of referrals and boarding home usage.
- Act as a liaison between the boarding homes and the client's home community or region.
- Perform general office duties, i.e. file maintenance filed archiving, responses to general correspondence, drafts and maintain pamphlets for distribution regarding benefits photocopying, faxing, etc.
- Participate in meetings, committees, etc. as required.
- Make recommendations to Nurse in Charge to improve procedures, services, etc.
- Refer clients to other agencies and departments, as required.

WORKING CONDITIONS

Physical Demands

Incumbents spend 90% of their time making medical travel arrangements by telephone or in person.

Environmental Conditions

There is some exposure to illness as the incumbent often deals with patients directly.

Sensory Demands

No unusual demands.

Mental Demands

Work is complex and requires the incumbent 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.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to acquire and apply knowledge of the NWT Health and Social Services system, *Canada Health Act*, NWT geography and cultures.
- Knowledge of the transportation industry, particularly in northern air travel.
- Knowledge of medical terminology and air transportation terminology.
- Ability to acquire and apply knowledge of non-violent crisis intervention techniques.
- Patience tact, written, verbal and interpersonal skills.
- Telephone communication skills and proficiency with various computer programs and the ability to learn programs relevant to the GNWT medical travel department.
- Initiative, time management, judgement and organizational skills to ensure responsive problem solving and decision making.

Typically, the above qualifications would be attained by:

Secondary / High School diploma (grade 12) and a minimum of two (2) years of experience working directly with the public in Healthcare or travel industry.

ADDITIONAL REQUIREMENTS

Position Security

- ☒ 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