



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Relief Registration Clerk	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-12153	Yellowknife	Operations & Allied Health/Stanton Territorial Hospital

## **PURPOSE OF THE POSITION**

The Relief Registration Clerk is responsible for providing reception and switchboard services, registering patients for hospital visits, collecting demographic information from patients, completing patient insurance information and assisting with patient and visitors flow through the registration area.

## **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 Tłı̄chǫ 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 include 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 Tłı̄chǫ 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.

Located in Yellowknife at Stanton Territorial Hospital (STH), and reporting to the Supervisor, Patient Registration Services the incumbent is responsible for receiving and directing patients and visitors, operating the switchboard and the public address system, registering patients,

processes patient pre-admissions, admissions, discharges and transfers. The incumbent is also responsible for data entry, data quality and maintenance of patient information in the Enterprise Master Patient Index (EMPI).

The Relief Registration Clerk is responsible for collecting payment for non-insured services and patient self-pay charges. The incumbent is responsible for obtaining patient or patient's guardian signatures on financial forms for out-of-Territory patients, and third-party billings, including Workers' Safety and Compensation Commission (WSCC).

As a member of the Patient Registration Services team, the Relief Registration Clerk is required to work rotational shifts, days, evenings, weekends, and statutory holidays, 8.0 hours per day. The Patient Registration Services area operates 7 days a week, 365 days per year and is open from 07:00 until midnight, 00:00. Members of the teamwork rotational shiftwork in various Registration posts, main front switchboard, back desk switchboard, main registration booths, and the Emergency Room registration desk.

## **RESPONSIBILITIES**

### **1. Performs patient registrations and admitting services.**

- Interviews patients, relative and/or family to verify where the patient will be seeking hospital services.
- Registers patient in the Hospital EMPI system.
- Creates new patient account in EMPI, if patient has not been to the Hospital for services in the past.
- Verifies and updates patient identification and demographical information in accordance with the Northwest Territories verification process as per Accreditation Canada Standards.
- Verifies patients have active health care coverage, ensures out-of-Territory patients sign the necessary financial documents for health care insurance coverage.
- Pre-registers patients for both inpatient and outpatient visits.
- Print patient's registration admitting forms, patient labels and identity wrist bands.
- Assists patients in renewing or applying for Northwest Territories healthcare coverage.

### **2. Provides reception and information services to assist patients, families and visitors to navigate to appropriate programs and services within STH.**

- Directs and assists patients, families and visitors with navigating to programs and services throughout the hospital.
- Verifies patient's appointments and requirement for registration services.
- Answers and directs switchboard calls to the appropriate hospital unit, program area, or person within STH.
- Responds to general inquiries.
- Accepts financial payments for un-insured services using point of sale machine.
- Makes overhead announcements on the public address system.

**3. Performs data integrity control of the EMPI to ensure patient health information is accurate.**

- Consults with Health Records staff to update patient's STH chart and updates information in the EMPI.
- Updates the EMPI system with information from patient's service reports when the patient is discharged from STH.
- Updates admission information from the daily hospital census.
- Updates patient service reports, as required.
- Obtains signatures on financial payment forms for all out of Northwest Territories patients who present to STH for services, in accordance with the *Hospital Insurance and Health and Social Services Administration Act*.
- Assists with auditing financial billing reports.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent will be required to work rotational shiftwork hours.

**Environmental Conditions**

The Relief Registration Clerk works in a hospital environment and may be exposed to infectious diseases and bodily fluids as a result of patient interactions. The Registration area may also be noisy.

**Sensory Demands**

No unusual demands.

**Mental Demands**

Daily encounters with aggressive, demanding and difficult patients.

There is substantial pressure on the incumbent to monitor and control patient flow to ensure patients arrive at their appointments on time. Within the health care setting there can be significant lack of control over the work pace, with frequent interruptions.

The Relief Registration Clerk works on a rotating basis at the Emergency Room Registration desk and is often witness to medical trauma, blood, and other disturbing medical injuries. The incumbent is also exposed to distraught, upset patients and family members.

The incumbent is exposed to emotionally and psychologically poignant patient health information while completing their duties.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and the ability to utilize appropriate medical terminology.
- Ability to work in a computerized environment with Microsoft Office applications.
- Ability to use databases, and a switchboard phone system.
- Ability to provide strong patient focused customer service.
- Good telephone skills.

- Demonstrated excellent communication, interpersonal and organization skills.
- Ability to communicate effectively with patients and visitors with varying degrees of English language skills.
- Ability to comprehend and follow NTHSSA and STH policies, guidelines and procedures.
- Ability to think analytically and problem solve.
- Ability to multi-task and work in a high traffic environment with multiple interruptions.
- Ability to maintain patient confidentiality.
- Ability to be sensitive to cultural diversity.
- Ability to develop and maintain good interpersonal relationships with all levels of staff.
- Ability to self-direct and work independently, exercising sound judgment with minimal supervision.
- Ability to work shift work (days, evening, nights, statutory holidays).

**Typically, the above qualifications would be attained by:**

Completion of Grade 12, and the successful completion of an approved Basic Medical Terminology course, and one (1) year of related work experience in an administrative setting of a health care or medical facility.

**ADDITIONAL REQUIREMENTS**

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

**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:**

- Required
- Preferred