



CLERK / TRANSLATOR

JOB DEFINITION WORKSHEET



Name: _____ **Location:** _____ **Sheet 1 of 5**

Responsibility: Provides interpreting services in Inuinakun an English between patients and clients and medical personnel and social services staff to facilitate the delivery of health and social services

Task	Standards	Target / Expectation	Authority / Decision Level
1. Provides interpreting and translation services	<ul style="list-style-type: none">▪ Interprets and translates medical procedures for patients▪ Translates for patients and staff during clinics and home visits▪ Interprets for H&SS personnel at community meetings ie H&SS committees▪ Translates and explains documents such as consents requiring patient's understanding and signature▪ Translates and writes medication instructions and other health related materials, posters etc.		
2. Assists staff	<ul style="list-style-type: none">▪ Introduces new staff to community and explaining customs and culture▪ Assists nursing staff in emergency situations		



Name: _____ Location: _____ Sheet 2 of 5

Responsibility: Provides receptionist and clerical support services

Task	Standards	Target / Expectation	Authority / Decision Level
1. Receives and directs patients	<ul style="list-style-type: none"> ▪ Answers telephones and relays messages to appropriate staff ▪ Contacts clients for appointments with nurses, physicians and visiting specialists ▪ Receives patients and visitors in courteous manner 		
2. Provides clerical support services	<ul style="list-style-type: none"> ▪ Finds patient files and re-files after use ▪ Filing lab reports and other reports in patient files after review of supervisor ▪ Completes lab forms, labels specimens jars and prepares specimens for mailing ▪ Records X rays and skin tests on patients records ▪ Records patient admissions, medical evacuations, births and deaths in appropriate registers ▪ Sorts and distributes all incoming mail and prepares all outgoing mail for dispatch ▪ Sets up new patient files ▪ Prepares various forms for NIC approval and signature ▪ Types forms, memos, labels as required ▪ Arranges for the shipment and equipment to health centers via air cargo 		



Translator

Name: _____

Location: _____

Sheet 3 of 5

Responsibility: Provides administrative support for the medical transportation of patients

Task	Standards	Target / Expectation	Authority / Decision Level
1. Ensures patient files and credentials are in order	<ul style="list-style-type: none"> ▪ Solicits information from CHR on patient to be referred including name, age Health Card number personal diagnoses, specials needs of the patients ie interpreter services, escort service and boarding home placement ▪ Provides accommodation and transportation arrangements for patients traveling under extended medical benefits and social assistance and assists in the preparation of monthly reports 		
2. Ensures client receives attention to special needs	<ul style="list-style-type: none"> ▪ Arranges for appointments with specified or unspecified health professionals ▪ Co-ordinates appointments to limit duration of patients stay in YK and/or other locations ▪ Confirms appointments with nurse ▪ Assigns escorts and/or interpreters for patients requiring these services ▪ Obtains from escorts and/or interpreters and subsequently confirming with doctors office medication or follow up care required by patients ▪ Arranges appointments and for visiting nurses ▪ Orders special services for patient according to instruction of doctors or nurses 		
3. Arranges patient transport	<ul style="list-style-type: none"> ▪ Makes reservations for patient transport, issues transportation warrants to patients and advises them of their entitlements ▪ Makes arrangements to meet special medical needs such as wheel chair, crutches, stretcher, taxi, ambulance, bus and airline ▪ Responsible for the confirmation of all arrangements 		



Name: _____

Location: _____

Sheet 4 of 5

Responsibility: Provides administrative support for the medical transportation of patients

Task	Standards	Target / Expectation	Authority / Decision Level
4. Arranges patient accommodation	<ul style="list-style-type: none">▪ Assigns patients to boarding homes with consideration for patients needs, and available homes capabilities as defined by the CHR▪ Advises boarding home operators of instructors of doctors, nurses, as to the health care needs of patients and confirming all follow up appointments and medication as required▪ Arranges for boarding home operators to receive instruction in the provision of special treatment required by certain patients where indicated by doctors, nurses, such as chest therapy, cast care, tracheotomy		



Name: _____

Location: _____

Sheet 5 of 5

Responsibility: Maintains patient records and provides information as required

Task	Standards	Target / Expectation	Authority / Decision Level
1. Maintains patient records	<ul style="list-style-type: none">▪ Due regard for confidentiality of medical information▪ Maintains records of all patients movements by chartered or scheduled aircraft▪ Records all boarding home activity on a daily basis and providing weekly summary▪ Maintains a log of all taxi expenditures use for patient transportation		
2. Provides patient information	<ul style="list-style-type: none">▪ Advises field nurses of the status of all patients referred outside of the community▪ Informs supervisor of all complaints from patients or others relating to social, professional and administrative matters regarding patient care▪ Informs RCMP, coroner, clergy of deaths and serious medical emergencies as required		
3. Certifies and maintains data and statistical records	<ul style="list-style-type: none">▪ Certifies taxi accounts for services rendered for patients▪ Compiles data and statistics daily on patient case workload▪ Maintains patient records invoicing and statistical information on computer within established time frames		