



# CENTER CLERK / TRANSLATOR

## JOB DEFINITION WORKSHEET



Name: \_\_\_\_\_

Location: \_\_\_\_\_

Sheet 1 of 6

**Responsibility:** Provide services to clients

Task	Standards	Target / Expectation	Authority / Decision Level
1. Makes and confirms appointments for; solicits and provides information about; communicates with and confirms all arrangements for clients.	1. Responsible for the confirmation of all arrangements. 2. Solicits information from CHR on patient to be referred including name, age Health Card number personal diagnoses, specials needs of the clients ie interpreter services, escort service and boarding home placement 3. Arranges appointments and for visiting health and social services specialists 4. Confirms for clients appointments with professionals 5. Contacts clients to confirm appointments, pick up of medicine, and travel arrangements 6. Arranges appointments for clients with Center health and social services professionals and visiting specialists		
2. Makes travel arrangements for clients	1. Makes reservations for patient transport, issues transportation warrants to clients and advises them of their travel arrangements and entitlements 2. Co-ordinates appointments to limit duration of clients stay in YK and/or other locations 3. Works with James to provide accommodation and transportation arrangements for clients traveling under extended medical benefits and social assistance and assists in the preparation of monthly reports 4. Confirms/ arranges when required for escorts to accompany clients to airport and/or outside of the community		



Name: \_\_\_\_\_

Location: \_\_\_\_\_

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**Responsibility:** Provide services to clients

Task	Standards	Target / Expectation	Authority / Decision Level
3. Arrange accommodation for clients	<ol style="list-style-type: none"><li>1. Assigns clients to boarding homes or optional facilities with consideration for clients needs and availability and capabilities of homes</li><li>2. Advises boarding home operators of instructions of doctors, nurses, as to the health care needs of clients and confirming all follow up appointments and medication as required</li><li>3. Arranges for boarding home operators to receive instruction in the provision of special treatment required by certain clients where indicated by doctors, nurses, such as chest therapy, cast care, tracheotomy , etc.</li></ol>		
4. Arranges for provision of services to meet client special needs	<ol style="list-style-type: none"><li>1. Receives clients and visitors at the Center in courteous manner</li><li>2. Acts as a screener to identify clients with extreme emotional or medical needs to assure they receive immediate attention</li><li>3. Makes arrangements to meet special medical needs such as wheel chair, crutches, stretcher, taxi, ambulance, bus and special airline equipment</li><li>4. Orders special services for patient according to instruction of doctors, nurses, social workers</li><li>5. Obtains information from escorts and/or interpreters and subsequently confirming with doctors office medication or follow up care required by clients</li><li>6. Determine patient needs for escorts and/or interpreters</li></ol>		



Translator

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Sheet 3 of 6

**Responsibility:** Provides interpreting services

Task	Standards	Target / Expectation	Authority / Decision Level
1. Provides interpreting and translation services in Inuktitut, Inuinakun and English between Center professionals and clients	1. Interprets and translates medical and social services procedures for patients 2. Translates/interprets for clients and Center staff during clinics and home visits 3. Interprets for H&SS personnel at community meetings e.g. H&SS committees 4. Translates and explains documents such as consents and legal documents requiring patient's understanding and/or signature 5. Translates and writes medication and social services instructions and other health related materials e.g.. posters		



Translator

Name: \_\_\_\_\_

Location: \_\_\_\_\_

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**Responsibility:** Provides receptionist clerical and cultural support services

<b>Task</b>	<b>Standards</b>	<b>Target / Expectation</b>	<b>Authority / Decision Level</b>
1. Supports Center administration and personnel	1. Types documents, forms, memos, labels as required 2. Answers telephones, transfers calls and relays messages 3. Sorts and distributes all incoming mail and prepares all outgoing mail for dispatch 4. Prepares various forms for SHP and SSP approval and signature 5. Assists with lab forms, labels specimens jars and prepares specimens for mailing 6. Assists with the shipment of equipment to health centers 7. Instructs new Center staff about community, customs and culture 8. Assists professional staff in emergency situations		



Name: \_\_\_\_\_

Location: \_\_\_\_\_

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**Responsibility:** Maintains patient files and records

Task	Standards	Targets / Expectations	Authority / Decision Level
1. Ensures patient files and credentials are in order	<ol style="list-style-type: none"><li>1. Obtains patient files and re-files within 24 hours after return</li><li>2. Maintains patient files and records<ul style="list-style-type: none"><li>▪ Sets up new patient files</li><li>▪ Legal documents</li><li>▪ Contact notes</li><li>▪ Lab reports after review of supervisor</li><li>▪ Copies of x rays and skin tests</li></ul></li><li>3. Records patient admissions, medical evacuation data, births and deaths in appropriate registers</li><li>4. Due regard for confidentiality of medical information</li><li>5. Maintains records of all patients movements by chartered or scheduled aircraft</li><li>6. Records all boarding home activity on a daily basis and providing weekly summary</li><li>7. Maintains a log of all taxi expenditures use for patient transportation</li></ol>		



Name: \_\_\_\_\_

Location: \_\_\_\_\_

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**Responsibility:** Maintains data bases and issues reports

Task	Standards	Targets / Expectations	Authority / Decision Level
1. Provides patient information	1. Advises center professionals of the status of all patients referred outside of the community 2. Informs administrator of all complaints from patients or others relating to health, social, professional and administrative matters regarding patient care 3. Informs RCMP, coroner, clergy of deaths and serious medical emergencies as required		
2. Certifies accounts and maintains data and statistical records	1. Certifies taxi accounts for services rendered for patients 2. Compiles data and statistics daily on patient case workload 3. Maintains patient records invoicing and statistical information on computer within established time frames	1. Not done 2. CHMIS yes 3. Not now	



## Notes

- Using Winnie to help CSW bathe etc
- In other communities they have separate housekeepers and janitors
- lots of interpreting
- lots of appointments

Do not fill in any patient forms for registration or appointments

70% of Eva's day spent typing

Get Candice voice recognition software for her computer

Transfer of old records to warehouse/storage

Lots of legal documents

1. James makes decision. Do cost benefit analysis to look at longer stay vs cheaper flights
2. Interpreter in YK
3. Arranges for escort

Patient has letter when they come back given to SHP who arranges any further follow-up. MD not called. Have MD fax follow-up letter

*Nurse makes initial contact with YK specialist. When YK office calls back anyone can record info in travel book*

*Nora will go and visit if patient doesn't have phone.*

*James get fax from YK for dental clinic*

*YK keeps changing dates and lists*

*Records now stay at dental clinic*

*Why are we involved*

*Big issue about mailing out for appointments*

1. Get from patient. CHR not involved
2. –
3. James does this. Will arrange for patients if James is not around
4. *Not sure check off on patient referral form*

7. **From Bay Chimo stay with relative or at hotel in CB – James. CHR not involved**

8. **Not sure who does this**

**Same as 2**

*Winnie takes patient and nurse and medivac nurse out to airport*

#'s 3,4,5 not done