

# CLERK / TRANSLATOR

## JOB DEFINITION WORKSHEET

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #** \_\_1\_\_

**Responsibility:** Provides interpreting services

<b>Task</b>	<b>Standards</b>	<b>Goal / Objective</b>	<b>Authority / Decision Level</b>
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		

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #**  2

**Responsibility:** Receive, communicate with and direct Center clients

<b>Task</b>	<b>Standards</b>	<b>Goal / Objective</b>	<b>Authority / Decision Level</b>
1. Receives and directs patients at the Center and in the community	1. Receives patients and visitors in courteous manner 2. Acts as a screener to identify patients with extreme emotional or medical needs to assure they receive immediate attention 3. Arranges appointments for clients with Center health and social services professionals and visiting specialists 4. Contacts clients to confirm appointments, pick up of medicine, and travel arrangements		

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #**  5

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

<b>Task</b>	<b>Standards</b>	<b>Goal / Objective</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:** \_\_\_\_\_ **Sheet #**   3  

**Responsibility:** Maintains patient files and records

Task	Standards	Goal / Objective	Authority / Decision Level
1. Ensures patient files and credentials are in order	1. Obtains patient files and re-files within 24 hours after return 2. File 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> 3. Records patient admissions, medical evacuation data, births and deaths in appropriate registers 4. Due regard for confidentiality of medical information 5. Maintains records of all patients movements by chartered or scheduled aircraft 6. Records all boarding home activity on a daily basis and providing weekly summary 7. Maintains a log of all taxi expenditures use for patient transportation	#'s 3,4,5 not done	

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

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

Sheet # 5

**Responsibility:** Arranges client travel, accommodation and special needs

Task	Standards	Goal / Objective	Authority / Decision Level
1. Ensures client receives attention to special needs	1. Co-ordinates appointments to limit duration of patients stay in YK and/or other locations 2. Confirms for clients appointments with professionals 3. Determine patient needs for escorts and/or interpreters 4. Obtains from escorts and/or interpreters and subsequently confirming with doctors office medication or follow up care required by patients 5. Arranges appointments and for visiting health and social services specialists 6. Orders special services for patient according to instruction of doctors or nurses	1. James makes decision. Do cost benefit analysis to look at longer stay vs cheaper flights 2. Interpreter in YK 3. Arranges for escort 4. 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	<i>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</i>

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #** 5

**Responsibility:**

Task	Standards	Goal / Objective	Authority / Decision Level
5. Arranges patient travel and accommodation	<ol style="list-style-type: none"> <li>1. 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</li> <li>2. Works with James to provide accommodation and transportation arrangements for patients traveling under extended medical benefits and social assistance and assists in the preparation of monthly reports</li> <li>3. Makes reservations for patient transport, issues transportation warrants to patients and advises them of their entitlements</li> <li>4. Makes arrangements to meet special medical needs such as wheel chair, crutches, stretcher, taxi, ambulance, bus and airline <i>Not sure check off on patient referral form</i></li> <li>5. Responsible for the confirmation of all arrangements.</li> <li>6. Confirms/ arranges when required for ss to escort patients to airport</li> <li>7. Assigns patients to boarding homes with consideration for patients needs, and available homes capabilities as defined by the CHR</li> <li>8. Advises boarding home operators of instructions of doctors, nurses, as to the health care needs of patients and confirming all follow up appointments and medication as required</li> <li>9. 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</li> </ol>	<ol style="list-style-type: none"> <li>1. Get from patient. CHR not involved</li> <li>2. –</li> <li>3. James does this. Will arrange for patients if James is not around</li>   <li>7. From Bay Chimo stay with relatiev or at hotel in CB – James. CHR not involved</li> <li>8. Not sure who does this</li> <li>9. Same as 2</li> </ol>	<i>Winnie takes patient and nurse and medivac nurse out to airport</i>

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #** 5

**Responsibility:**

<b>Task</b>	<b>Standards</b>	<b>Goal / Objective</b>	<b>Authority / Decision Level</b>
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	1. – 2. – 3. Nurses and administrator do this	

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #** 5

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

Task	Standards	Goal / Objective	Authority / Decision Level
2. Certifies 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	

**Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_ **Sheet #** 5

**Responsibility:**

Task	Standards	Goal / Objective	Authority / Decision Level

- 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