

**TRANSPORTATION /
NON-INSURED HEALTH BENEFITS
CLERK**

JOB DEFINITION WORKSHEET

Name: James AknavigakLocation: Cambridge Bay

Sheet 1

Responsibility: Assist Manager, Health Programs to maintain comprehensive referral service for the five communities to referral health facilities and boarding home in Yellowknife, Edmonton and other locations

Task	Standards	Expectation	Authority 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. Obtains and records information received from Community Health Nurses about patients who are being transported	<ul style="list-style-type: none"> ▪ Client information must include: <ul style="list-style-type: none"> - Name - Date of birth - Health care plan number - Referring physician or nurse - Name of escort if applicable - Diagnosis/reason for transport, and special needs of clients such as interpreter service, personal assistance, medical aids and boarding home placement - Special needs such as interpreter service, personal assistance, medical aids and boarding home placement 		
3. Ensures that patient information is made available to referral agencies for the co-ordination of client visits out of the community for medical attention	<ul style="list-style-type: none"> ▪ Confirms appointments with specified or unspecified health professionals ▪ Confirms escorts and/or interpreters for patients requiring these services ▪ Confirms boarding home and travel arrangements made by referral agency for inter-regional patient travel 		
3. Arranges intra-regional lodging for clients	<ul style="list-style-type: none"> ▪ Assigns patients to boarding homes with consideration for patients needs, and capabilities of available homes ▪ 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 		

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Sheet 2

Responsibility: Assist Manager, Health Programs to maintain comprehensive referral service for the five communities to referral health facilities and boarding home in Yellowknife, Edmonton and other locations (Continued)

Task	Standards	Expectation	Authority level
4. Plans, arranges and records the most appropriate and economical method of transportation for each client	<ul style="list-style-type: none"> ▪ Makes reservations for patient transport ▪ Must take into account: <ul style="list-style-type: none"> - Physical condition of patient - Requirement for escort service - Airline schedules - Dates and times of appointments - Weather conditions ▪ Makes arrangements to meet special medical needs such as wheel chair, crutches, stretcher, taxi, ambulance, bus and airline ▪ Provides to Health Centers confirmed travel itinerary from travel agents within 48 hours of receiving notice of patient travel requirements ▪ Issues travel warrants for non-insured clients traveling for non-emergency medical services and advises them of their entitlements ▪ Upon notification by Health Center staff, completes travel warrants for clients transported on emergency medical evacuations ▪ Responsible for the confirmation of all arrangements 		
5. Acquire information about and report on clients incidents while traveling out of the Region on medical travel	<ul style="list-style-type: none"> ▪ Establish regular communications with out of Region boarding homes ▪ Ensure that boarding homes provide client and/or escort incident reports regarding inappropriate client of\and/or escort behavior or neglect ▪ Report client and/or escort incidents of inappropriate behavior or neglect to Manager, Health Programs ▪ Work with Personnel to build and maintain an electronic file of escorts and clients who have caused trouble, acted inappropriately or neglected their duties while on medical travel 		

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Sheet 3

Responsibility: Provide advice and a statistical information concerning delivery of non-insured client health benefits and travel

Task	Standards	Expectation	Authority level
1. Confirms the eligibility of clients to receive non-insured benefits	<ul style="list-style-type: none"> ▪ Maintains a working knowledge of the non-insured benefits standards, procedures and criteria for eligibility ▪ Advises clients and staff regarding an individual's eligibility for non-insured health benefits and the approval process to be followed ▪ Receives and screens applications for non-insured health benefits and recommends action to be taken ▪ Provide assistance and information regarding the non-insured benefits plan ▪ Maintains an up-to-date Non-Insured health Benefits Manual ▪ Makes decisions in the absence of management regarding the travel and dispensation of health benefits for non-insured clients 		
2. 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 		
3. Certifies and maintains client travel data and statistical records	<ul style="list-style-type: none"> ▪ Maintains database by frequently entering patient data, including name, type of service, estimated cost, vendor used, etc. ▪ Categorizes and codes data ▪ Maintains patient records, invoicing and statistical information on computer within established time frames ▪ Enters into KRH&SS Financial System data for each client travel occurrence ▪ Compiles data in a manner specified by the Supervisor ▪ Extracts data and produces both periodic and special purpose reports for management 		

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Sheet 4

Responsibility: Assist with certification, administration and quality assurance of regional boarding homes

Task	Standards	Expectation	Authority level
1. Assist Regional Environmental Health Officer with inspection, certification and quality assurance of boarding homes	<ul style="list-style-type: none"> ▪ Identify potential boarding homes ▪ Visit prospective boarding homes with Regional Environmental Health Officer to assist with language and confirm client understanding of requirements ▪ Develop, with the assistance of the Regional Environmental Health Officer, a set of operating standards and procedures for boarding homes. E.g. <ul style="list-style-type: none"> - Availability of traditional food - Cleanliness - Essentials like towels, bedding, soap, etc. - Friendly environment and respect shown ▪ Conduct visits to boarding homes and survey clients to confirm boarding home compliance to standards and procedures 		
2. Assist with invoicing for boarding homes	<ul style="list-style-type: none"> ▪ Assist boarding home owners with preparing invoices ▪ Ensure invoices are submitted on time ▪ Follow up when boarding home owners are not receiving payment 		

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Sheet 5

Responsibility: Provides administration back-up, local transport and transportation services

Task	Standards	Expectation	Authority level
1. Picks up and delivers cargo, x-rays, and other items for Health Centers and Regional Office	<ul style="list-style-type: none"> ▪ Deliver cargo to and from airport ▪ Deliver notes and appointment reminders to clients for Cambridge Bay Health Center 		
2. Provide transport to Kitikmeot Region Health & Social Services staff, clients and visitors	<ul style="list-style-type: none"> ▪ Pick up and deliver staff to airport ▪ Provide transportation services for clients ▪ Provide transport to visitors and on special occasions ▪ Br prepared to work outside of regular hours 		
3. Assist with medivacs	<ul style="list-style-type: none"> ▪ When called upon, assist Health Center staff with medivacs 		
4. Assist Regional Office staff with staff travel	<ul style="list-style-type: none"> ▪ Provide advice and expertise to assist in resolving staff travel problems 		
5. Train other clerks in Regional Office on responsibilities and tasks as back-up	<ul style="list-style-type: none"> ▪ At least one other Regional Office staff member is aware of what is required to fulfill travel job when travel clerk is away ▪ Regional Office staff members are kept informed about procedures and protocols related to travel clerks responsibilities 		
6. Negotiate travel contracts	<ul style="list-style-type: none"> ▪ Meet with travel agencies, airlines and transportation companies to negotiate contracts and charters for client and staff travel and sometimes cargo shipment 		
7. Introduce new staff	<ul style="list-style-type: none"> ▪ Duty travel to Bathurst Inlet and Bay Chimo to introduce new staff to lay dispensers, clients and community 		

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Sheet 6

Responsibility: Work and personal development plans

Task	Standards	Expectation	Authority level
1. Transfer responsibility for staff travel to reception desk	<ul style="list-style-type: none"> ▪ Identify what front desk receptionist needs to know to take over staff travel ▪ Write up a reference document or job aid if required ▪ Transfer responsibility for staff travel by December 31, 2000 		
2. Work with supervisor and consultant to determine type and number of non insured benefits and travel reports required by management	<ul style="list-style-type: none"> ▪ Determine report content requirement and frequency ▪ Determine system requirements to produce ▪ Negotiate to have programs developed and systems enhanced to accommodate report requests ▪ Follow up with systems enhancements being made at Health Centers and at Department level to identify opportunities to produce more accurate and up-to-date data for management 		
3. Develop and implement a plant to outsource travel arrangements	<ul style="list-style-type: none"> ▪ Work locally with Top of the World Travel Agency to determine all of the processes for arranging staff and client travel that could be taken over by the Agency ▪ Starting in the new year after transfer of staff travel to front desk is working smoothly - February or March ▪ Document procedures for the new processes to include an audit process to ensure KRH&SS receives the best and most economical service 		
4. Provide back-up for taking x-rays	<ul style="list-style-type: none"> ▪ Fully trained on taking and developing x-rays ▪ Follows all of the protocols and procedures for taking x-rays ▪ Follows all the procedures for maintaining x-ray equipment 		