

**Patient Travel Clerk**

<b>Job Title</b>	<b>Department</b>	<b>Supervisor's Job Title</b>
Patient Travel Clerk <i>Non-Management Position</i>	Health	Health Manager
<b>Pay Range:</b> \$25,000 - \$45,000		
<b>Department Mandate</b>		
The Prophet River First Nation (PRFN) Health department exists to enhance and support the continued health and well-being of PRFN members in a way that respects and operates from a holistic and cultural perspective.		
<b>Job Purpose</b>		
The primary objective of the Patient Travel Clerk is to arrange for patient travel and provide clerical and administrative support to the PRFN Health department. Responsibilities are carried out in a culturally and linguistically-appropriate manner which is based in, and reflects, the values and beliefs of the Prophet River First Nation.		
<b>Key Functions</b>		
<b>Key Responsibilities</b>	<b>Typical Activities/Contacts</b>	
Health Administration	<ul style="list-style-type: none"> <li>▪ Provide clerical support to Health Manager and Health department staff.</li> <li>▪ Draft, word-process, edit, proofread and finalize electronic and paper-based correspondence, reports, brochures, publications, presentations and other documents.</li> <li>▪ Consult with requestor on layout and intent of document.</li> <li>▪ Review and summarize miscellaneous reports and documents and prepare background documents as required.</li> <li>▪ Compile data, statistics and other information and complete required reports, records and documents using appropriate forms according to program administrative guidelines.</li> <li>▪ Conduct and include research required to assist in the preparation and submission of proposals.</li> <li>▪ Compile packages, mail, print, fax and copy.</li> <li>▪ Set-up and maintain Health department operating budget records.</li> <li>▪ Compile records regarding member attendance at Health department events.</li> <li>▪ Coordinate Health department events and meetings, including booking venue and meals as required as well as taking, drafting and distributing minutes as required.</li> <li>▪ Operate all office equipment to complete assigned tasks (computer, telephone, facsimile, photocopier, etc.).</li> <li>▪ Provide standard, factual information to community members/patients to</li> </ul>	

	<p>ensure services are accessed – forward requests for health related advice to appropriate Health department employee.</p> <ul style="list-style-type: none"> <li>▪ Assist health staff in the coordination and delivery of health workshops and special projects, reports, articles for publication and presentation, as required.</li> <li>▪ Maintain administrative files on events planned keep record of calendar of events, attendance and agendas.</li> <li>▪ Maintain all health administration files and manuals by filing reports, correspondence, forms, updates, on a daily basis.</li> <li>▪ Keep all documents and information appropriately filed.</li> <li>▪ Maintain medical and health member files and ensure their security and confidentiality.</li> </ul>
<p>Community Member Services</p>	<ul style="list-style-type: none"> <li>▪ Gather information to answer questions and provide details regarding options, and offer suggestions for cost-effective, appropriate travel arrangements.</li> <li>▪ Discuss routes, time schedules, covered rates and accommodation provisions for community members including those preferring to make own arrangements.</li> <li>▪ Advise of special requirements surrounding travel arrangements (i.e. documents required, current security restrictions).</li> <li>▪ Contact patients and elders just prior to travel, to ensure they can and will meet the arranged travel schedule.</li> <li>▪ Accept and handle emergency calls during or after working hours.</li> <li>▪ Assist Social Development Coordinator with arrangements for return of deceased remains as required.</li> </ul>
<p>Patient Travel Arrangements</p>	<ul style="list-style-type: none"> <li>▪ Arrange transportation to and from appointments (i.e. doctors' appointments, hospital care, diagnostic tests) for insured medical services as well as alcohol, solvent, drug abuse and detox treatment, traditional healers, health benefits (i.e. dental, vision and crisis intervention mental health counselling, etc.).</li> <li>▪ Follow guidelines for making appointments when requested by PRFN Health team or medical/health professionals (i.e. doctor, nurse or community health professional) with Health Manager approval:             <ul style="list-style-type: none"> <li>- Telephone medical facility to arrange a convenient appointment.</li> <li>- Notify patient of appointment time and place by phone/in person/ by mail providing sufficient notice.</li> </ul> </li> <li>▪ Maintain records of travel benefits used by community members. Keep abreast of usage and advise those who may exceed coverage.</li> <li>▪ Prepare monthly reports detailing number of members served and their health service requirements, arrangements and costs.</li> <li>▪ With supervisor approval, drive patients to appointments as required.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Determine need for and arrange patient escort services and accommodation for eligible patients (i.e. following a doctor, nurse or community health professional’s request where health must be monitored during travel) following PRFN policies and procedures.</li> <li>▪ Coordinate health appointment transportation to ensure maximum cost-effectiveness, where possible.</li> <li>▪ Assist health care professionals arrange for ground, water or air travel as required including Medevac.</li> <li>▪ Verify arrival and departure times, trace routes on maps, arrange for baggage handling and other services as required.</li> <li>▪ Develop and deliver a travel itinerary with appropriate information such as names and phone numbers of hotels, flight departure and arrival times.</li> <li>▪ Provide patient with appropriate medical transportation forms and develop a system to ensure forms are returned in a timely manner with all required receipts attached (accommodation, meals, taxis, etc.).</li> <li>▪ Keep accurate records and maintain file on all patient travel claims, on a continuum basis.</li> <li>▪ Arrange for medical travel advance as required.</li> <li>▪ Assist in arrangement for eligible patient accommodation before and after health or medical treatment, if required.</li> <li>▪ Maintain updated list of affordable accommodation.</li> </ul>
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**Major Challenges**

<ul style="list-style-type: none"> <li>▪ Member requesting travel support without following required process.</li> <li>▪ Non-eligible members requesting health support services.</li> <li>▪ Coordinating multiple, potentially conflicting requests and expectations.</li> <li>▪ Dealing regularly with community members who are under personal stress, are demanding and who do not understand funding regulations/limitations.</li> <li>▪ Handling workload received from more than one source with potentially tight timeframes and conflicting deadlines.</li> </ul>
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**Decision Making Authority & Problem Solving Responsibility**

<p>The employee decides:</p> <ul style="list-style-type: none"> <li>▪ Health appointment travel/transportation schedule.</li> <li>▪ Most cost-effective and appropriate accommodations as required.</li> <li>▪ Transportation and accommodation options.</li> </ul> <p>The employee seeks input and approval from the Health Manager regarding:</p> <ul style="list-style-type: none"> <li>▪ Approval of health appointment travel/transportation schedule.</li> <li>▪ Addressing unusual or emergency issues.</li> <li>▪ Clarification of policies and procedures as required.</li> </ul>
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**Supervisory Responsibility**

<i><b>Number Supervised</b></i>	<i><b>Job Titles</b></i>	<i><b>Nature of Supervisory Responsibility</b></i>
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<b>Directly or In-directly:</b>	0		<ul style="list-style-type: none"> <li>This position does not have designated responsibility to supervise employees.</li> </ul>
<b>Co-worker Support:</b>	2	Social Development Worker, Education Administration Clerk	<ul style="list-style-type: none"> <li>The incumbent will train other employees to perform tasks of this position, to support the department and delivery of services, particularly during incumbent's absence, high work volumes or other circumstances requiring additional support.</li> </ul>

**Knowledge, Skills and Abilities**

**Requirement**

- Ability to type and be proficient in the operation of computers, software and business machines.
- Knowledge of effective office procedures.
- Knowledge of records management techniques.
- Ability to coordinate and confirm bookings and travel arrangements.
- Ability to research appropriate travel options, accommodations, etc. and maintain/update database as required.
- Knowledge of health care services and offices in Fort Nelson.
- Proven ability to establish trusting relationships with excellent communication skills both written and verbal.
- Resourceful and innovative with good problem solving skills.
- Valid driver's license with willingness transport patients as required.
- Independent worker with ability to work with and contribute to a strong team environment.
- Ability to adhere to strong confidentiality policies and procedures.
- Able to work flexible hours as required.
- Ability to multi-task and take directions from multiple sources.
- Ability to create documents using Word, Excel, and PowerPoint.
- Ability to use computer functions such as Windows, email, and web browsers.
- Ability to create and maintain manual and computerized records management systems.
- Ability to make travel arrangements and organize meetings and events.
- Ability to organize meeting notes into effective minutes.

**An Asset**

- Ability to speak Dane-zaa.

**Education/Training and Experience**

	<b>Education/Training</b>	<b>Experience</b>
	<ul style="list-style-type: none"> <li>High School graduation or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>With a year of office experience.</li> </ul>

	or	
	<ul style="list-style-type: none"> <li>▪ Certificate of diploma in office administration or secretarial program.</li> </ul>	<ul style="list-style-type: none"> <li>▪ With no previous experience.</li> </ul>
<b>Requirement</b>	<ul style="list-style-type: none"> <li>▪ Maintain First Aid Certificates:                             <ul style="list-style-type: none"> <li>- Standard First Aid – CPR C with AED (Automated External Defibrillation).</li> <li>- Emergency First Aid – Adult.</li> <li>- Emergency First Aid – Child Care.</li> </ul> </li> <li>▪ Valid B.C. Driver's license with satisfactory driver's abstract and vehicle.</li> </ul>	

**Employee**

<i>Name</i>	<i>Signature (print pages and sign)</i>	<i>Date</i>

**Supervisor**

<i>Name</i>	<i>Signature (print pages and sign)</i>	<i>Date</i>