



Job Title: Medical Referral Coordinator

Supervisor: Manager of Operations

Position Summary

Under the general direction of the Manager of Operations , the Medical Referral Coordinator manages all aspects of the medical referral process between Qikiqtaaluk/ Qikiqtani and Ottawa; maintains patient charts; enters and maintains all referral information into the Meditech system; and is responsible for general office functions such as answering phones/copying/faxing/scanning/filing documents.

Major responsibilities:

- Receives incoming referrals, ensures that documentation is complete and up to date and liaises with Qikiqtani to complete documentation as required;
- Maintains continual communication with physician offices and the north to ensure accurate patient scheduling.
- Booking, confirming and changing appointments as requested
- Disseminates referrals to appropriate physicians;
- Receives appointment offers from specialists' offices; communicates offers to Qikiqtani;
- Maintains all appointment information on the Meditech system; changes appointment status in Meditech;
- Informs Qikiqtani of referral problems (ie. a specialist is no longer taking appointments);
- Problem solves referral/patient issues with case managers;
- Prepares patient arrival list each Wednesday and sends to QGH
- Prepares appointment list and sends to appropriate communities.
- Maintains patient files for northern and Ottawa patients.
- Searches information as requested in Meditech and Epic,

- Registers patients and inputs follow-up appointments in Meditech
- Assists with requests from specialist's offices and Qikiqtani;
- Under direction of the Case Manager, informs boarding home when patient is cleared for travel home.
- Works with Case Managers to ensure patient follow-up is scheduled.
- Other duties as assigned.

Qualifications:

- Registered Practical Nurse or
- Post-secondary education in medical administration, advanced medical office management with 2+ years job related experience;
- Proficiency with Meditech system and EPIC or similar patient health records management system an asset.
- Proficiency with Microsoft 365 including, Outlook and Word. Excel skills are an asset.
- Ability to make independent decisions and judgements in keeping with the level of the position and to plan and prioritize a fast paced workload.
- Ability to maintain an exception level of confidentiality and discretion.
- Effective communication and interpersonal skills in person, over the phone and via electronic communications.
- Ability to communicate and interact well with referral partners in Qikiqtani, Ottawa.
- Ability to maintain a positive and collaborative work environment.

Working conditions:

- Open concept office/shared office environment; long periods of sitting; use of headset; reaching, bending; moving chart carts.

Language requirements:

- Excellent oral, reading comprehension and writing skills in English.
- Proficiency in Inuktitut is considered an asset.