



Job Title: Virtual Care Coordinator

Supervisor: Executive Director

Position summary

This position is responsible for reviewing all referrals and specialist's follow-up, ensuring virtual care is utilized as a first option where appropriate. This position also facilitates, coordinates, and promotes Virtual Care (i.e., Telehealth or Telephone visits) care between Nunavut clients and specialty care services in Ottawa or other Canadian jurisdictions.

Major responsibilities:

- Schedules virtual appointments of patients with specialist clinics
- Works with referral coordinators and case managers and Ottawa based provider in providing virtual care to NU patients.
- Maintains continual communication with physician offices and the North to ensure accurate patient scheduling of virtual appointments.
- Registers, Confirms, and changes appointments as requested.
- Reviews availability of specialists and schedules client visits and appointments accordingly
- Ensures accurate record keeping for all related documentation.
- Ensures specialist produces report in Meditech following appointment.
- Maintains all appointment information on the Meditech system; changes appointment status in Meditech.
- Provides education of Ottawa team on process steps and application use in support of appointments.

- Liaises and communicates with the Specialists to ensure they are updated and informed on processes.
- Drafts correspondence and word processing as required, coordinates distribution of materials and information to relevant stakeholders.
- Problem solves referral/patient issues with case managers.
- Data entry and compiling of information and statistics on number of virtual appointments including category of specialty appointments.
- Coordinates ongoing information-sharing internally and externally, including sharing appropriate information with various.
- Other duties as assigned.

Qualifications:

Education

- Registered Practical Nurse
- Post-secondary education in health Care.
- Experience in the health care field (lab technologist, technician, LPN, health care aide) is considered an asset.

Knowledge, abilities, and competencies

- Advanced knowledge in data and administrative processes, human resource management principles and practices, and current scheduling practices.
- Proficiency and high level of comfort with technological applications including EMRs (Meditech system and EPIC), Microsoft Suite and virtual health applications.
- Ability to make independent decisions and judgements in keeping with the level of the position and to plan and prioritize a fast-paced workload.
- Effective communication and interpersonal skills in person, over the phone and via electronic communications.
- Ability to maintain a positive and collaborative work environment.
- Demonstrates ability to utilize and understand Medical Terminology
- Experience working with an Inuit based organization and knowledge of cultural competency and safety.

- De-escalation and supportive communication
- Must have proven ability to maintain professional conduct and confidentiality in the care of patients.

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.