Registered Practical Nurse (RPN) – Specialist Referral Coordinator
Full Time
Supervisor: Operations Manager
Position Summary:
We are seeking a detail-oriented and patient-focused **Registered Practical Nurse (RPN)** to support our interdisciplinary healthcare team by coordinating referrals to medical specialists. The RPN in this role will access and review electronic health records (EHRs), gather necessary clinical information, and create accurate and timely referral packages to ensure continuity of care for patients.

Key Responsibilities:

- Receive, prepare, and submit specialist referral packages, ensuring all required medical documentation is included and forwarded to OHSNI Referral Coordinators.
- Access and review patient charts, medical histories, diagnostic results and other relevant information within the Electronic Medical Record (EMR) system.
- Collaborate with primary care providers, referring clinicians, and specialist offices to identify and obtain the medical documentation required for referrals.
- Ensure all referrals contain accurate and complete patient information.
- Verify patient eligibility and valid Nunavut Health Care coverage through the NU portal.
- Maintain ongoing communication with OHSNI Referral Coordinators to support accurate appointment scheduling, rescheduling, care instructions, and other referral-related requirements.
- Respond promptly to specialist offices for additional documentation or patient information through the OHSNI Referral Coordinators.
- Identify, anticipate, and resolve referral-related issues in collaboration with case managers and health care providers.
- Follow up on referral status and maintain communication with patients, specialist offices, and referral coordinators as required to support continuity of care.
- Ensure all referral documentation is accurate, complete, up-to-date, and handled in accordance with privacy, confidentiality, and applicable legislation, including PHIPA.
- Maintain accurate and up-to-date referral logs, tracking systems and records for outgoing, pending, and completed referrals.
- Other duties as required.

Qualifications:

- **Registered Practical Nurse (RPN)** in good standing with the **College of Nurses of Ontario (CNO)** as well be willing to register with **the College and Association of Nurse of the NWT and Nunavut.**
- Minimum 1–2 years of clinical experience in a primary care or outpatient setting preferred.
- Proficiency in using EMRs (e.g., EPIC, Meditech) and other healthcare information systems.
- Proficiency in Inuktitut preferred.
- Experience working with an Inuit based organization and knowledge of cultural competency and safety
- Knowledge of Inuit Societal Values.
- Excellent organizational and communication skills.
- Strong understanding of patient confidentiality and health information privacy legislation.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Attention to detail and a high degree of accuracy in documentation and administrative tasks.

Working Conditions:

- Office/clinical setting with regular computer use.
- Occasional patient interaction by phone or in person.
- Daytime hours with occasional need for flexibility depending on clinic needs.

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