



## POSITION DESCRIPTION

Position Title:	<b>Registered Nurse (RN) - Ontario Telemedicine Network (OTN)</b>		
Program Name:	Ontario Telemedicine Network	Position Class:	9
Reports To:	Program Manger –Ontario Telemedicine Network	Location (Work Site):	Peterborough
Effective Date:	Review Date: June 2017		

### Position Summary:

The Registered Nurse (RN) is responsible for assessment and liaison with medical specialists providing consultation services to individuals in the community through the Ontario Telemedicine Network (OTN). The RN works closely with the OTN Telemedicine Coordinator to increase capacity, organize and schedule appointments, establish OTN clinics, assist with equipment set up, and provide consultation with patients who are meeting with the specialists. The RN is responsible for physical assessments as directed and required by the physician during the consultation and provides patients with information as follow up to their appointments, as appropriate and required. The RN also acts as a resource providing consultation and education to staff and clients as required. The RN also has a key role in ongoing quality improvement to OTN clinic operations and to the development of a nursing community of practice within CMHA HKPR.

### Key Responsibilities

#### 1. Client and Clinic Supports

- Acts as an organizational point of contact for clinical telemedicine and is responsible for the delivery of high quality telemedicine services within the organization
- Completes physical assessments as required by the consulting physician, e.g. blood pressure, weight, health assessment, medication reconciliation
- Receives and facilitates OTN referrals through email, faxes, telephone or walk-in contacts
- Contacts physician’s offices to obtain client information
- Schedules appointments through scheduling services: Ncompass
- Supports communication between patients and physicians, including supporting clients in their understanding of instructions, where appropriate
- Provides post-appointment client support in dealing with the immediate impact of the consultation and providing clarification around consultation outcomes, as well as follow up instructions for patients
- Assists patients in completing referrals as directed by the physician or requested by the patient



- Maintains patient medical records in accordance to CMHA HKPR's OTN polices and procedures, and with applicable privacy legislation and policies/procedures
- Transcribes and follows doctor's recommendations, including possible injections of medications
- Provides support to both internal and external programs on telemedicine processes and technology
- Completes general administrative tasks including emailing, faxing and photocopying patient information as required for smooth clinic operations
- In conjunction with the OTN coordinator, acts as a liaison /point of contact for OTN activities, e.g. updates for network, policies, contact information, including communication of this information internally, as necessary
- Performs a key role in ongoing quality improvement to OTN clinic operations and to the development of a nursing community of practice within CMHA HKPR

## **2. Documentation**

- Prepares and oversees the internal organizational requirements for telemedicine activity, including timely and accurate statistics and reporting to meet funder accountability measures
- Completes nursing assessments and referrals, and follows up as appropriate and required
- Completes all required administrative tasks related to patient care, including progress notes, log notes, assessments, appointment scheduling, etc., maintaining accurate and complete OTN patient records
- Completes administrative tasks including time sheets, expense claims, vacation requests, training requests, etc. as required

## **3. Network and Outreach Activities**

- Liaises with hospitals and medical agencies to establish and maintain contacts to enhance the services provided to the members of the community requiring appointments and follow up through OTN
- Acts as an organizational point of contact for clinical telemedicine
- Participates in community outreach activities through the development of collaborative partnerships and through presentations, education and visits to community agencies and services
- Participates as an active member of the OTN community of practice, attending regular meetings and relaying information back to the OTN team.

## **4. Performance Management and Professional Development**

- Participates cooperatively in the agency performance management process/system
- Stays current on relevant legislation and best practices, current research, policies and procedures
- Participates in ongoing professional development and mandatory training
- Actively engages and participates in supervisory process



- Achieves and maintains active OTN certification
- Maintains current certificate of competence as an RN with the College of Nurses of Ontario (CNO) and accepts responsibility for professional competency as a nurse in accordance with CNO's practice standards.
- RNAO member

## **5. Health and Safety – Worker Responsibilities**

- Works in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participates in workplace, departmental and job-specific health and safety orientation, education and training
- Uses or wears any equipment, protective devices or clothing required by the employer
- Operates any equipment and works in a way that does not endanger oneself or any other worker
- Complies with established policies, procedure and work practices regarding health and safety
- Identifies and reports workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Reports health and safety problems to the supervisor or employer
- Notifies the supervisor if clarification of a policy, procedure or safe work practice is needed
- Uses initiative to reduce risk and applies discretion to solve problems, within scope of authority
- Works co-operatively with co-workers, supervisors, Joint Health and Safety Committee (JHSC) members and others

## **6. Other Duties as Assigned**

- Attends, participates in team/staff meetings, and all-staff meetings as required
- Participates in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participates in quality improvement activities at the team/program level
- Participates in external committees as required
- Duties may change from time to time

## **Requirements of the Position:**

### **A: Education and Training**

To be eligible for this position a Baccalaureate degree in Nursing ( BScN) or equivalent is required.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role will be requirements for continued employment in this position:



- WHMIS
- ASIST
- NVCi
- CRMS
- First Aid/CPR
- Back Care Training
- Medication Reconciliation
- OTN Mandatory Training

**Assets with Regard to this Position:**

- Formal OTN Training

**B: Related and Relevant Experience and Knowledge**

**Mandatory Experience and Knowledge**

- Four or more years of relevant clinical experience, working in a community or hospital setting
- Experience with administration, injection, side effects and iatrogenic manifestations of psychotropic medications

**Preferred Experience and Knowledge**

- Nursing experience in mental health field is preferred, including working with addictions, dual diagnosis and/or challenging behaviours
- Experience/knowledge of video medicine, (particularly OTN) equipment and scheduling practices
- Knowledge or experience working from a trauma-informed approach
- Knowledge and experience of stages of change and motivational interviewing approaches
- Knowledge of metabolic syndrome and management

**C: Competencies**

Type of Competency	Level of Competency
<b>Clinical</b>	
Analytical Thinking and Decision Making	Intermediate/Advanced
Client Management within the Community –	Intermediate
Client Supports	Advanced
Commitment to Continuous Learning	Intermediate
Crisis Intervention	Basic/Intermediate
Documentation	Advanced
Human Development	Intermediate/Advanced



Mental Health/Concurrent Disorder/Dual Diagnosis	Intermediate
Pharmacology	Advanced
Screening and Assessment	Intermediate/Advanced
Service Planning	Intermediate
Substance Use/Addictions	Intermediate
<b>Behavioural</b>	
Adaptability and Flexibility	Intermediate/Advanced
Collaboration	Advanced
Communication	Intermediate/Advanced
Diversity	Intermediate
Ethics	Advanced
Interpersonal	Intermediate/Advanced
Professionalism	Advanced
Teamwork and Multidisciplinary Approach	Intermediate/Advanced
<b>Functional</b>	
Analysis and Problem Solving	Intermediate
Knowledge of Community Resources	Advanced
Organization and Planning	Intermediate/Advanced
Record and Information Management	Advanced
Technical (Computer Skills)	Intermediate

## D: Other

- Valid driver’s license
- Insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

## E. Working Conditions

- Regularly works in an office setting (CMHA HKPR administrative offices) and in satellite community locations
- Works directly with individuals across the life span, who are experiencing health conditions requiring consultation with specialists across central Ontario
- Works with individuals with mental health diagnoses who are experiencing health related risks and symptoms

## Approval/Revised Approval Dates:



Program Manager \_\_\_\_\_ Date \_\_\_\_\_

Program Director(s) \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood the above position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date