



Position Description

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| Position Title: | Ontario Telemedicine Network (O.T.N.) Clinic – Client Support and Administration | | |
| Program Name: | Ontario Telemedicine Network (O.T.N.) Clinic | Position Classification: | 6 |
| Reports To: | Program Manager | | |
| Effective Date: | July 2016 | Review Date: | July 2017 |

Position Summary:

The O.T.N. Clinic Client Support and Administration (O.T.N.C.S.A.) worker provides a range of administrative and client supports to patients and service providers connected with C.M.H.A. H.K.P.R.'s O.T.N. medical and psychiatry clinics. Through O.T.N., members of the community are connected with assessment and consultation services provided by medical and psychiatry specialists, locally and across Ontario, conducting patient appointments with patients in person and through O.T.N. videoconferencing. The O.T.N.C.S.A. worker works closely with O.T.N. nursing staff, and as part of a multi-disciplinary team. The O.T.N.C.S.A. worker provides an important liaison function with patients, families (where appropriate), medical professionals and their staff, external O.T.N. resources and internal C.M.H.A. H.K.P.R. staff, to provide highly organized, effective and efficient medical and psychiatric clinics.

Key Responsibilities

1. O.T.N. Clinic Administration and Supports

- Receives and facilitates O.T.N. referrals and intake through email, faxes, telephone inquiries and walk-in contacts
- Communicates with referred individuals and schedules O.T.N. clinic appointments, as well as in-person psychiatric consultations, both on-site at the O.T.N. clinic office location, and at other external locations in the community, as required
- Assists and supports patients through the process of medical or psychiatric consultation by attending O.T.N. consultations/appointments via videoconference with patients and doctors when required to assist with communication, as well as to assist patients with understanding instructions from physicians and psychiatrists



- After consultations, supports patients as needed in dealing with the immediate impact of the consultation and clarifies the outcomes and follow-up instructions for patients
- Assists patients with other referrals as ordered by consulting physician or psychiatrist, as requested by clients
- Schedules use of the equipment using O.T.N.'s networking and scheduling services and uses email and telephone for appointment reminders and related communication to staff
- Contacts physicians' offices, and other organizations and/or families, on consent, to obtain and communicate relevant patient information
- Maintains patient confidentiality and privacy
- Performs other required administrative tasks including emailing, faxing and photocopying patient information, to ensure effective O.T.N. clinic functioning

Dual Diagnosis Psychiatry Clinic Supports

- Attends off-site psychiatric clinics to provide client supports and administrative clinic support to the consulting psychiatrist for the Dual Diagnosis Psychiatry Clinic (D.D.P.C.)
- Maintains wait lists, schedules patients, collects relevant information, and prepares intake assessment data for the D.D.P.C.
- Communicates regularly with families care givers and other members of shared care teams, for purposes of scheduling, assessment, coordination and follow-up care.
- Communicates regularly with other D.D.P.C. staff re: service dates, invoicing and administrative matters

2. Documentation

- Documents and maintains patients' medical records in a confidential and organized manner, in hard copy and/or electronic form as required
- Completes all O.T.N. clinic documentation in accordance with C.M.H.A. H.K.P.R. and O.T.N. Clinic policies and procedures
- Files and/or scans reports and faxes on C.R.M.S.
- Collects, maintains and reports O.T.N. clinic-related statistical data
- Completes administrative tasks including: timesheets, expense reports, vacation requests, etc.



3. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

4. Health and Safety – Worker Responsibilities

- Work 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 participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, J.H.S.C. members and others

5. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.



6. Quality Assurance Measures

- Work in compliance with Quality Assurance Measures as outlined in Reg. 299/10 of the “Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Act, 2008”
- Work in compliance with all C.M.H.A. H.K.P.R. Quality Assurance Measures policies and procedures

7. Other Duties as Assigned

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

Requirements of the Position:

A: Education and Training

Successful completion of post-secondary education (diploma or degree) in the social/health science disciplines or in medical office administration is required for this position.

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

- Health and Safety Training (including but not limited to the following):
 - G.H.S.
 - I.P.A.C.
 - Workplace Violence
 - A.O.D.A.
- A.S.I.S.T.
- N.V.C.I.
- O.C.A.N.



- C.R.M.S.
- First Aid/C.P.R.
- O.T.N. Scheduling Software

Assets with regard to this position:

- Formal medical or health office administration education would be an asset in addition to a health/social sciences education

B: Related and Relevant Experience

Mandatory experience

- A minimum of 2 years experience in a health care setting or medical practice supporting patients is required
- Must have superior skills in Windows operating systems, internet, and M.S. Office including Outlook, Word, and Excel, as well electronic client/patient record systems
- Demonstrated experience of excellent time management and organizational skills and demonstrated ability to proactively manage multiple and sometimes changing priorities and deadlines in a fast-paced work environment
- Experience and knowledge demonstrating a positive, friendly manner with excellent active listening skills and be able to constructively interact with people who may be experiencing frustration when participating in O.T.N. services, (conflict resolution skills)
- Demonstrated experience being flexible and working independently as well as within a team
- Experience and knowledge demonstrating superior interpersonal skills with strong emphasis on confidentiality, diplomacy, tact, discretion and professionalism
- Excellent written and oral communication skills including familiarity with medical terminology

Preferred experience

- Experience in social services, human services or not-for-profit environment, working with people with mental health, developmental disability, concurrent disorders and or emotional or behavioural challenges
- Knowledge of working from a biopsychosocial model of service provision



- Knowledge of Quality Assurance Measures (Q.A.M.) and the services and support to promote the Social Inclusion of Persons with Disabilities Act
- Knowledge of the developmental services sector in Ontario, e.g. Developmental Services Ontario, Community Network of Specialized Care, etc.

C: Competencies

See Appendix A.

D: Other

- Valid driver’s license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Works primarily in a medical/psychiatric office setting with some work in the community, e.g. hospital clinics
- Works directly with individuals experiencing a wide range of serious medical or psychiatric conditions, mental illness and/or dual diagnosis and/or addictions, and/or behavioural concerns
- Works directly with individuals who may experience crises, instability and various levels of functioning
- There are multiple competing demands which require time management and organizational skills, the ability to be flexible, and to prioritize
- Works in a stressful environment where there are mental and emotional demands. There is a high volume of work as well as the unpredictable work, life-threatening situations for others such as instances of suicide

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date