

JOB POSTING

Regional Telemedicine Navigator

SUMMARY

Reporting to the Clinical Services Coordinator (CSC), the Regional Telemedicine Navigator is responsible for facilitating effective individual and group clinical consults for Indigenous communities. The RTN is the point of contact between service providers and the community members and is responsible for brokering the connection between the two. S/he maintains documentation of all clinical telemedicine events.

Responsibilities:

- 1. Supports the maintenance and development of the Indigenous OTN/KO directory**
 - a) Updates existing provider profiles on the Indigenous OTN/KO directory.
 - b) Regularly monitors profiles to ensure the accuracy and currency
 - c) Supports KOeTS team in engaging health care organizations and providers to encourage updating of existing profiles eg. Meno Ya Win Health Centre.
 - d) Explores and identifies the available regional health care entities and services in KOeTS communities and develops their profile in the directory.

- 2. Schedules and facilitates telemedicine clinical consults for individuals and groups**
 - a) Receives referral forms and ensures information is accurate and up-to-date including verifying patients' health card numbers if required.
 - b) Forwards referrals appropriately to OTN or to the service provider as required
 - c) Once the patient confirms their attendance, the RTN will use OTNinvite to send out appointment email links to the provider and patient.
 - d) Ensures appropriate documentation has been completed before each session including requisitions for blood work, x-rays, etc as required.
 - e) Reports technical problems to the OTN Service Desk when they occur. On occasions when a K-Net unit is used and technical difficulties are experienced, notifies the K-Net Help Desk.

3. Maintains accurate clinical consult records

- a) Collects usage data to submit to Ministry of Health, filing data appropriately for office records.
- b) Enters usage data in excel spreadsheet that is submitted to Ministry of Health.
- c) Maintains a master online calendar of telemedicine clinical sessions and updates daily.
- d) Maintains KO eHealth file system of clinical sessions.
- e) Completes incident reports on scheduled consults that do not occur and forwards to the CSC or the most appropriate person for follow-up.

4. Participates in scheduling team

- a) Participates as part of a member of the scheduling team that is responsible for scheduling all telemedicine events and consults.
- b) Each scheduler is responsible for learning the roles of each scheduling team member and for filling in as required in the absence of other schedulers.

5. Demonstrates commitment to KO eHealth staff team

- a) Participates in regular KO eHealth staff meetings and regional clinical meetings.
- b) Participates in annual performance evaluation as required.
- c) Participates in training and updating activities as required as per goals set during annual performance appraisal.
- d) Maintains good communication links with the communities to facilitate effective telemedicine activities.
- e) Undertakes special projects and research as required.

Knowledge, Skills and Abilities

1. In good standing with the College of Nursing as an RN, or RPN or have a Post-Secondary Degree or Diploma in healthcare related field or 3 years of experience working in the healthcare field.
2. Knowledge and understanding of Indigenous culture and values, and of the geographical and health care challenges of Indigenous people and Indigenous organizations in Ontario.
3. Indigenous community-based experience is preferred; administrative experience in a health or social service field is an asset.



KO Telemedicine
8 Eric Radford Way PO Box 340
Balmertown, ON P0V 1C0
Toll Free: (800) 387-3740 Fax: (807) 735-1123

4. Experience working with diverse partners; familiarity with health system in the district.
5. Strong organizational skills with excellent attention to detail.
6. Excellent interpersonal and communications skills, both oral and written.
7. Ability to work independently or as part of a team.
8. Ability to multi-task in a fast-paced work environment and complete work on schedule.
9. Proficiency in computer programs such as M/S Word, Excel, and the use of email; ability to learn communications technology and systems software quickly.
10. Dedication to service excellence.

Location: Balmertown, Ontario

Closing Date: Open Until Filled

Please send cover letter, resume and three references to: kotmreception@kochiefs.ca