

Referral Coordinator / Specialist Navigator

Permanent Full Time 1.0 FTE (37.5 hours/week)

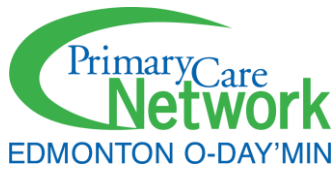
Reporting to the Clinical Supervisor, the Specialist Navigator supports the delivery of Primary Care Services in the interdisciplinary clinic setting. The Specialist Navigator uses administrative processes as a member of, and in collaboration with, the multidisciplinary team, in the delivery of consistent quality care to meet the needs of the patient/client. The Specialist Navigator accepts responsibility for continuing competency through ongoing professional development including participation in education programs, research, and quality activities. The Specialist Navigator adheres to professional administrative standards, and the Edmonton O-day'min Primary Care Network (EOPCN) policies and procedures. The Specialist Navigator practices in a setting where patient/client care needs are well defined and established, and where changes in the health condition of the client are predictable.

KEY RESPONSIBILITIES & DUTIES

- Provide support for family physicians by contacting patients to confirm attachment, arrange for lab tests, diagnostic imaging, and other appointments
- Track statistics for PCN reporting on screening compliance and completion
- Maintain ongoing tracking and appropriate documentation of referrals
- Confirm all appointments and related medical tests with the patient
- Record complete and accurate relevant data for every patient / client in a retrievable form according to EOPCN policies and record updated information in the EMR
- Act as the referral navigator for patients, physicians, and clinic staff
- Investigate and follow up on missing or outstanding specialist appointments as required
- Book initial specialist appointments
- Prioritize urgent referrals as required
- Chart relevant data into the scheduling calendar or EMR e.g., record faxes sent, etc.
- Record and document all pertinent, updated information in the EMR

QUALIFICATIONS:

- High school diploma
- Graduate of an approved Medical Office Assistant (MOA) program or equivalent clinical experience preferred, and medical terminology
- Experience using electronic medical records
- A minimum of one year's experience in a medical office setting is required
- Proven clerical and computer experience
- Demonstrated ability to work in a busy, multi-program environment
- Excellent communication and customer service skills, and positive, patient-focused professionalism
- Able to prioritize and manage multiple processes and tasks
- A Criminal Record/Police Information Check with Vulnerable Sector check



APPLY TODAY

The EOPCN offers a competitive compensation package with comprehensive benefits, opportunities for continuing education and career growth, and an outstanding work environment.

Please submit your resume and cover letter specifying your clinic and EMR experience by email to: jointheteam@eopcn.ca (Attn: Launa)

POSTING EFFECTIVE until suitable candidate is found.

We thank all candidates in advance for their applications, however, only those being selected for an interview will be contacted.