

North Shore Division of Family Practice (NSDFP)

Patient Services Coordinator

Job Description

Would you to make a difference by improving people's lives and health?

Looking for a fast-paced, challenging, evolving position?

The North Shore Division of Family Practice is a local non-profit and part of a province-wide initiative designed to improve patient care and increase family physician influence on health care delivery and design. The Division is led by a Board of Directors with over 270 Family Physician members providing care on the North Shore.

We are looking for someone to join our fun, fast-paced, dynamic, and supportive Primary Care Network team - someone with a collaborative, team-oriented focus and a "can do" attitude to coordinate our GP Link program and assist patients in finding a family physician.

Job Summary:

Reporting to the Primary Care Networks (PCN) Manager and working in collaboration with the Physician Lead, GP Link, the Patients Services Coordinator coordinates the GP Link program by supporting patients in accessing primary care services and assists family physicians by providing information on local community resources for patient care. The Patient Services Coordinator is part of the PCN implementation team and works with physicians, medical office assistants, urgent primary care centers, and other health care providers.

Responsibilities:

- Coordinates patient referrals from multiple sources to appropriate primary care providers considering urgency and patient needs via North Shore's GP Link program.
- Follows up with family physicians, nurse practitioners, and patients to ensure attachment to a primary care provider has occurred.
- Promotes GP Link to physicians, MOA's, and healthcare providers by liaising with them and distributing promotional material.
- Liaises with the provincial health connect registry for North Shore patients seeking family physicians and nurse practitioners.
- Assists family physicians by providing information on local community services and assists them in finding patient resources.
- Maintains current knowledge and relations with community agencies and service providers to keep up to date on changes in their programming and services.

- Supports the BC Pathways Community Directory website by providing information and updates about changes to NS services and updating North Shore's homepage.
- Updates and maintains data on patient attachments and generates standard reports for the Division and Ministry of Health; ensures that data is maintained according to privacy laws.
- Supports Primary Care Networks (PCN) in developing clinical programs to improve patient care.
- Other duties as required

Qualifications and Experience:

Post-secondary diploma, certificate, or degree and minimum 3 years experience working in a healthcare setting in an administrative and/or other capacity. Previous experience working with physicians an asset.

Required Skills & Abilities:

- Knowledge of BC health care system and/or primary care.
- Excellent customer service and communication skills; ability to communicate in a clear and compelling manner, with the dynamic ability to engage physicians and clinic staff.
- Excellent interpersonal and relationship building skills with proven diplomacy, and ability to liaise with physicians and patients in a professional and courteous manner.
- Exceptional time management skills with the ability to handle multiple tasks simultaneously.
- Outstanding verbal and written communication, collaboration, and coordination skills.
- Strong, adaptable technology skills, with understanding of health care and patient-centered technology preferred.
- Attention to detail, accuracy, and thoroughness when maintaining and summarizing information, data, and records.

Working Conditions:

- Full-time temporary, hybrid optional after probationary period.
- Monday – Friday during business hours 9 AM – 5 PM.
- Ability to accommodate some evening and early morning meetings.
- Ability to travel to meetings, medical practices, and community agencies on the North Shore.
- Access to a vehicle.

Schedule:

- Monday to Friday
- 37.5-hour work week

Job Type: Full-time temporary with the possibility of permanent

Benefits:

- Dental care
- Disability insurance
- Extended health care
- Life insurance
- Paid time off
- Vision care

March 2024