

Nanaimo Division of Family Practice Patient Attachment Coordinator

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| Position title: | Patient Attachment Coordinator |
| Reports to: | Nanaimo Primary Care Network (PCN) Manager |
| Type of position: | Part Time or Full Time, permanent position |
| Start date: | ASAP |
| Hours: | Monday to Friday 9:00 am – 5:00 pm, 30.0 to 37.5 hours per week, with some flexibility required to occasionally support early morning and evening meetings. |
| Pay rate: | \$27-30/hour. Group extended medical, dental, and vision benefits after successful completion of 3-month probation, and 3 weeks paid vacation. |
| Closing date: | When filled |

The Opportunity

This is an exciting opportunity for a highly organised individual to help connect patients in Nanaimo with Primary Care Providers (either a Family Physician or Nurse Practitioner). The Patient Attachment Coordinator maintains those people registered on the Nanaimo Health Connect Registry (HCR) who are looking for a Primary Care Provider and works closely with clinics to match patients for attachment when there is capacity. Self-directed, motivated, and dependable, the successful candidate will be comfortable with change, will thrive in a fast-paced and dynamic work environment, and will enjoy building strong working relationships.

Primary Duties and Responsibilities

Reporting to the PCN Director at the Nanaimo Division of Family Practice (NDoFP), the Patient Attachment Coordinator will be responsible for:

- Coordinating the attachment of patients to available Primary Care Providers in Nanaimo through the administration of the HCR. This includes:
 - Working in close collaboration with the PCN Program Lead who is responsible for developing and improving the local patient attachment process.
 - Liaising with Primary Care Providers, Clinic Managers, and Patients via email, phone, and in person communications to coordinate attachment needs.
 - Using the HCR Attachment Interface to manage the coordination of attachment locally.
 - Tracking and maintaining data on attachment and generating reports for the NDoFP, the PCN, and the Ministry of Health.
 - Educating Primary Care Providers and Clinics about the HCR and facilitating orientation to the patient attachment tools and processes.
 - Creating clear multimedia communications materials for a variety of audiences.

- Helping to evaluate and improve patient attachment tools and processes, in collaboration with the PCN team and Clinic staff.
- Ensuring the timely management of financial expenses through the contract bookkeeper and NDoFP/PCN staff.
- Liaising with the Provincial HealthLink BC team.
- Working closely with Program Leads and other NDoFP staff to ensure a coordinated approach.
- Maintaining current knowledge and relationships with community agencies, services, Clinics, and Primary Care Providers.
- Providing the administrative and planning support required to continually develop the local patient attachment processes.
- Other duties as required.

Desired Qualifications, Knowledge, and Competencies

- Post-secondary certificate, diploma or degree, or an equivalent level of education, training, and experience.
- Minimum of two years recent experience working in an administrative and patient- or customer-facing capacity.
- Excellent written and verbal communication, patient care, and interpersonal skills.
- Must be independent, self-motivated, and able to organise and manage own workload and time.
- Organized with the ability to manage multiple tasks, pay attention to detail, balance priorities, and meet deadlines in an evolving and ever-changing environment.
- Must be able to demonstrate skills in using Microsoft Excel, Word, and PowerPoint, and Adobe Acrobat, and experience using database software is an asset.
- Attention to detail, accuracy, and thoroughness when maintaining and summarizing information, data, and records.
- Able to liaise and communicate with Patients, Primary Care Providers, and Clinic Staff in a courteous and professional manner.
- Able to adapt to new technology and understanding health care technology is an asset.
- Knowledge of the BC healthcare system and experience working in a primary healthcare setting or experience working with physicians, nurse practitioners, and/or allied health care providers (for example, as a Medical Office Assistant [MOA]) is an asset.
- Have a valid driver's licence as this role requires regular travel to various sites throughout the Nanaimo community.

How to Apply

Please apply via Indeed and include a resume and a cover letter that highlights why you are well suited to this role. This job posting will close when a candidate is hired. Thank you to all interested candidates for applying; only those selected for an interview will be contacted.

Date: October 9, 2024