



Provincial Job Description

TITLE:
(337) Telehealth Facilitator

PAY BAND:
7

FOR FACILITY USE:

SUMMARY OF DUTIES:

Facilitates telehealth activities including scheduling patient consultations, testing and setting up equipment, and providing technical support and instruction for participants.

QUALIFICATIONS:

- ◆ Office Education certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Basic medical terminology
- ◆ Communication, organizational and interpersonal skills
- ◆ Ability to work independently
- ◆ Ability to communicate in a First Nations language, where required by the job
- ◆ Valid driver's license, where required by the job

EXPERIENCE:

- ◆ **Previous:** No previous experience.

KEY ACTIVITIES:

A. Telehealth Operations

- ◆ Schedules use of telehealth suite to meet needs of client/patient/resident and clinicians.
- ◆ Advertises and registers participants for telehealth sessions.
- ◆ Ensures equipment is appropriately connected (e.g., TV, VCR, laptop).
- ◆ Tests equipment prior to clinical/educational session.
- ◆ Ensures quality of audio and visual levels.
- ◆ Facilitates clinic administration and ensures that appropriate records are available during consultation.
- ◆ Provides instruction and support to clients/patients/residents and other participants (e.g., family) during consultation.
- ◆ Provides instruction and support to health care providers/users of equipment.
- ◆ Provides technical support during telehealth sessions.
- ◆ Provides input into telehealth policies and procedures.

B. Communication

- ◆ Liases with outside agencies regarding type of presentation materials (e.g., Power Point, slides).
- ◆ Collaborates with other Telehealth facilitators regarding administration, organization of educational sessions, troubleshooting, reporting and recording.
- ◆ Trains, communicates and provides operating assistance to end users (e.g., staff, physicians).
- ◆ Promotes telehealth initiatives by creating posters and distributing notices throughout region.

C. Related Key Work Activities

- ◆ Maintains databases, inputs statistical data, and prepares reports (e.g., evaluations, utilization statistics).
- ◆ Provides routine maintenance and checks of telehealth workstation elements and peripherals.
- ◆ Troubleshoots, monitors, reports and records technical functionality.
- ◆ Arranges for refreshments at clinics/educational sessions.
- ◆ Sets up and dismantles room-equipment, as required.
- ◆ Travels between regional facilities to facilitate telehealth sessions.
- ◆ Provides office clerical support, where required by the job.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: Mar 30/12