

Patient Medical Home Assistant (PMHA)

Organization: Red Deer Primary Care Network (RDPCN)

Location: Red Deer Primary Care Network (RDPCN) Primary Clinic or PMH

Reports To: Program Manager Complex Care, PMH, P&B

Position Summary

The Patient Medical Home Assistant (PMHA) works with the clinic's electronic medical record (EMR) to track patients and their care. Following a PCN-directed plan, the PMHA will assist the clinic in identifying and contacting patients due for preventative health screening (e.g., cancer screening such as mammograms) and chronic disease management appointments. This may involve performing chart reviews or running clinic-level reports.

The PMHA will work as part of the Quality Improvement team and works collaboratively with the clinic Practice Facilitator(s)

Key Responsibilities

- **Identify and contact patients:**
 - That are due for care and book appointments with physicians and multidisciplinary team members.
 - That are due for preventative health screening to offer screening requisitions.
 - In relation to quality improvement initiatives directed by the PCN Quality Improvement Team.
- **Update EMR patient records for:**
 - Demographic information and the status of those no longer on the physician panel
 - External preventative health screening results from the provincial health record
- **Reporting and Evaluation:**
 - Could include but not limited to screening data for physician's patient demographics relative to screening indicators, Alberta Screening and Prevention (ASAP) maneuvers
 - How to search for and extract EMR data
 - Understanding Community Information Integration (CII) and Central Patient Attachment Registry (CPAR)

Qualifications

Education

- Medical Office Assistant (MOA) Certification or other relevant post-secondary education preferred

Experience

- A minimum of two (2) years in a primary care environment demonstrating expertise in at least one EMR platform
- Experience in a panel manager or patient care coordinator assistant role is an asset
- Practice Facilitator training through the Alberta Medical Association is an asset
- Demonstrated ability to work in a team-based environment
- Occasional evening or weekend work is required

Skills and Competencies

- Treats everyone with respect and dignity;
- Works collaboratively with patients and the health care team;
- Is committed to excellence and innovation;
- Is able to adapt and develop new skills and applied practice;
- Is comfortable working independently;
- Values relationships;
- Is able to work effectively in a highly complex, unstructured, and dynamic environment;
- Demonstrates problem-solving skills and initiative;
- Is flexible.

Technical Proficiencies

- A valid driver's license and access to a vehicle is required
- Familiarity of using different patient portals in EMR's