



Provincial Job Description

TITLE:
(337) Telehealth Facilitator

PAY BAND:
7

FOR FACILITY USE:

SUMMARY OF DUTIES:

Facilitates/schedules Telehealth activities and patient consultations for the Saskatchewan Health Authority. Sets up and tests equipment. Provides technical support and instruction for participants.

QUALIFICATIONS:

- ◆ Office Administration certificate

KNOWLEDGE, SKILLS & ABILITIES:

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

EXPERIENCE:

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

KEY ACTIVITIES:

A. Telehealth Operations

- ◆ **Processes and books all Telehealth requests.**
- ◆ **Schedules use of Telehealth suite to meet needs of clients/patients/residents and clinicians.**
- ◆ **Confirms appointments.**
- ◆ **Ensures equipment is appropriately connected and tested.**
- ◆ **Facilitates clinic administration and ensures that appropriate records are available during consultation.**
- ◆ **Provides technical support and instruction to health care providers, clients/patients/residents and other participants.**
- ◆ **Provides input into Telehealth policies and procedures.**

B. Communication

- ◆ **Liaises with outside agencies regarding type of presentation materials.**
- ◆ **Collaborates with other Telehealth facilitators regarding administration, organization of educational sessions, troubleshooting, reporting and recording.**
- ◆ **Trains and provides operating assistance to end users.**
- ◆ **Promotes Telehealth initiatives.**

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.**
- ◆ **Sets up and dismantles room and/or equipment.**
- ◆ **Travels between facilities to facilitate Telehealth sessions.**
- ◆ **Provides administrative support.**

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: May 16, 2024