**Sunnybrook Health Sciences Centre, Emergency Department**

**Position**: *ED Clinical Diagnostics & Flow Coordinator*

**Location:** Toronto, ON, Canada

**Position Type:** TBD

**FTE Status:** TBD

**Campus:** Bayview

**Date Posted:** TBD

**Reference No.:** TBD

**Department**: Emergency Medicine

**Hours of Work**: TBD hour/shift

**Shifts Weekday Required:**  Days, Evenings, Nights,

**Shifts Weekends Required:** Days, Evenings, Nights

**Statutory Holiday(s) Required:** Yes

**Union:** None

The Sunnybrook Health Sciences Centre Emergency Department (ED) is an exciting, fast paced, interprofessional environment aiming to provide timely, high quality emergency care, and support positive patient and family outcomes. We value excellence and aim to invent the future of emergency care with a focus on improving our accountability to the public through the optimization of our processes and care. We are excited to provide an opportunity to become a part of our team, as an *ED Clinical Diagnostics & Flow Coordinator*. This opportunity is being offered to qualified persons with experience in acute care hospital settings and knowledge of health information systems, laboratory and diagnostic reporting, and who possess excellent interprofessional team communication and flow management skills.

**Areas of Responsibility**

* Acts as a liaison between patients, families and team members while promoting ongoing communication with department and hospital staff
* Maintains confidentiality and privacy, and ensures release of information is in accordance with policy
* Supports the interprofessional team, by coordinating timely flow of assessments/re-assessments, and patient flow while monitoring metrics for Physician Initial Assessment (PIA) and Length of Stay (LOS)
* Facilitates the flow of: assessment, diagnostic imaging, and laboratory studies through the application of hospital information systems (EDIS, QCPR, Sunnycare, WEBER). This will include, though not exclusively:
  + - * Electronic order entry
      * Accessing relevant and appropriate patient records including patient demographics, previous imaging and bloodwork as required
      * Ensuring smooth intra/Interdepartmental communication
      * Monitors posted reports/results, ensuring timely notification to the appropriate clinician for follow up
      * Communicating and documenting verbal reports from Radiologists to MRP and health care team, including escalating critical results when required
      * Arranging patient transfers both internally and externally
* In collaboration with the physicians facilitates consultations with additional services, and updates EDIS
* Provides hourly support in the waiting area:
  + - * Update on the # of patients waiting before them
      * Answer patient questions
      * Offer comfort measures (blankets, water etc. when appropriate)
      * Escalate care concerns/ questions to the clinical team when appropriate
    - Mitigate patient concerns and communicate delay in exam performance, technical issues and/or reporting delays to staff and physicians as required
    - Acts as a point of contact for addressing patient concern
    - Identified opportunities to improve communication processes and patient experiences, sharing suggestions with the team
* Other duties as assigned

**Key Qualifications**

* Experience in a health care environment an asset
* Previous experience in Diagnostic Imaging /labs, and/or an ED setting an asset
* High accuracy typing skills combined with proficient computer software skills including Microsoft word & Excel, EDIS, WEBER, Sunnycare, and QCPR
* Previous experience using Oracle is considered an asset
* Proven ability to work independently and within a multidisciplinary team in a high stress environment
* Proven ability to multitask and able to adapt readily to changes in workload demands
* Must understand appropriate “sequencing” of patient needs while balancing physician workflow
* Ability to communicate effectively both verbal and in writing
* Critical thinking and exceptional problem solving skills when dealing with patients, physicians, hospital staff and external stakeholders
* Excellent organization and time management skills ensuring compliance with policy and procedures
* High degree of professionalism and competency to function in a position requiring initiative and the ability to prioritize duties of the position with limited to no supervision
* Patient care focused to deliver the highest quality of care to patients and families.
* Excellent attendance records required