



**Klahoose**  
First Nation

## Position Summary: Medical Travel Clerk

KFN Health is looking for a Clerk to augment the capacity of our Medical Travel team.

Klahoose First Nation Health will be providing Medical Travel under NIHB for eligible Klahoose Nation Members independent of their home residence if within BC. Limited financial assistance with travel to eligible health and wellness appointments may be offered for on and off reserve Klahoose Nation Members.

The primary objective of the Medical Travel Clerk is to review, approve and arrange for patient travel and provide some clerical and administrative support to the Health department.

Responsibilities are carried out in a culturally and linguistically-appropriate manner which is based in, and reflects, the values and beliefs of Klahoose First Nation.

### Reporting

- Health Manager or Delegate, working as a member of a multidisciplinary team.

### Why you'll love working at Klahoose First Nation:

- Flexible Hours with capacity for remote work.
- Competitive hourly compensation: \$25/hr
- Friendly and collaborative on-site work environment.

### Duties and responsibilities:

Under the supervision of the Health Manager, the duties and responsibilities of the Medical Travel Clerk include, but are not limited to, the following:

- Assess client eligibility for MT services
- Assess Client eligibility for financial support for requested MT to appointment for services not available in the home community
- Gather information to answer questions and provide details regarding options, and offer suggestions for cost-effective, appropriate Medical travel arrangements.
- Advise of special requirements surrounding travel arrangements (i.e. documents required, current security restrictions).
- Arrange transportation to and from appointments (i.e. doctors' appointments, hospital care, diagnostic tests) for insured medical services as well as alcohol, solvent, drug abuse and detox treatment, traditional healers, health benefits (i.e. dental, vision and crisis intervention mental health counselling, etc.).
- Follow guidelines for making appointments when requested by KFN Health team or medical/health professionals (i.e. doctor, nurse or community health professional) with Health Manager approval- Notify patient of appointment time and place by phone/in person/ by mail providing sufficient notice.
- Maintain records of travel benefits used by community members. Keep abreast of usage and advise those who may exceed coverage.



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- Prepare monthly reports detailing number of members served and their health service requirements, arrangements, and costs.
- Coordinate health appointment transportation to ensure maximum cost effectiveness, where possible.
- Assist health care professionals arrange for ground, water or air travel as required.
- Develop and deliver a travel itinerary with appropriate information such as names and phone numbers of hotels, flight departure and arrival times.
- Provide patient with appropriate medical transportation forms and develop a system to ensure forms are returned in a timely manner with all required receipts attached (accommodation, meals, taxis, etc.).
- Keep accurate records and maintain file on all patient travel claims, on a continuum basis.
- Assist in arrangement for eligible patient accommodation before and after health or medical treatment, if required.
- The position may require to assist with some emergency calls during or after working hours.

#### **Qualifications:**

The successful candidate will possess the following qualifications:

- High School Diploma or equivalent;
- Minimum One (1) to Two (2) years' experience in customer service, proven experience in a call center environment is an asset;
- Familiarity with First Nations structure and funding opportunities.
- Knowledge and respect for the cultural and traditional health approaches of Klahoose First Nation community.
- Preference for First Nation community members, and those with deep awareness of and respect for First Nation cultures, particularly an understanding of the unique needs and cultural context of the Klahoose First Nation community;
- Strong attention to detail and data entry skills;
- Excellent communication, interpersonal and time management skills to handle high service demands, prioritize tasks and manage a high volume of calls;
- Knowledge of medical terminology and a solid understanding of health care support processes is an asset;
- Ability to work independently and collaboratively as part of a team; and
- Intermediate proficiency using MS Office (Word, Excel, Outlook).

Forward your resume and with cover letter via email to [recruitment@klahoose.org](mailto:recruitment@klahoose.org)

For more information, check us out online at <https://www.klahoose.org/>