

## **Alberta Health Services (AHS) and the Health Sciences Association of Alberta (HSAA)**

This classification specification identifies representative duties and responsibilities, and is intended to assist in the determination of the appropriate classification level within each discipline. Some duties and responsibilities may overlap between class levels. The classification specification is not intended to provide an exhaustive list of all duties performed.

Classification Title: **Clinical Telehealth Facilitator**

Date Updated: **March 2, 2021**

### **Job Summary:**

The Clinical Telehealth Facilitator is responsible for facilitating the use of various Telehealth technologies to support the delivery of health care services between health care providers and patients.

### **Key Responsibilities and Typical Duties:**

#### **Core Duties**

- Assesses, plans, implements and evaluates the gradual integration of technology into the provision of care to support health care in a variety of patient populations and settings.
- Liaises with health care providers to identify opportunities and make recommendations to incorporate Telehealth technologies in support of quality and safe patient care.
- Ensures appropriate infrastructure and resources are in place to ensure providers can utilize Telehealth technologies to provide treatment to patients.
- Designs and leads implementation of Telehealth technology solutions including workflows and flow maps.
- Provides education and ongoing support to patients, families and health care providers regarding Telehealth applications.
- Evaluates effectiveness of providing patient care utilizing telehealth technology and recommends changes to process.

#### **Other Related Duties**

- Assists with the development and revision of training materials, tools and resources applicable to Telehealth technology applications.
- Conducts audits for quality initiatives; reviews and follows-up on deficiencies to ensure quality professional practice environments are maintained.
- Participates in evaluation and research opportunities.
- Facilitates the development of program specific educational initiatives by working collaboratively with educators and clinicians to meet staff learning needs.

**Leadership**

- Provides consultation, instruction and training to clinicians utilizing Telehealth technologies for patient care.

**Decision-Making**

- Identifies and conducts program assessments to determine if technologies and logistics can support clinical needs and patient care requirements.
- Determines the appropriateness of clinical equipment required to deliver care.
- Makes recommendations to processes as new and updated technologies are introduced.

**Knowledge:**

**Education**

- Bachelor's Degree in a health related discipline.

**Registration Requirements**

- Current registration with the applicable professional association or college.

**Working Conditions:**

**Physical Demands**

- Extensive computer use.
- Minimal physical demands, but may be required to walk or sit for extended periods of time.
- Minimal carrying, lifting and pushing.

**Work Environment**

- Standard office environment.
- Travel in all-weather/road conditions.