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## POSITION DESCRIPTION

**POSITION TITLE:** SUPERVISOR MEDICAL SERVICES

**DEPARTMENT:** PHYSICIAN SERVICES

**CLASSIFICATION:**

**UNION:** NON UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL LEAD MEDICAL SERVICES & CHIEF MEDICAL OFFICER

**POSITIONS SUPERVISED:** CREDENTIALING ASSISTANT, PHYSICIAN RECRUITMENT OFFICER, ADMINISTRATIVE ASSISTANT

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## POSITION SUMMARY

The Supervisor Medical Services is responsible for the operations of the Business Office, Physician Services. Responsible for the physician services accounting, as well as physician contracts, physician letters of offer, physician agreements, physician credentialing, physician on-boarding coordination, medical students/residents program coordination, ER and clinic locum physicians coordination, physician invoicing, billing and payment, setting and communicating overhead and rent rates, overseeing overdue accounts, and overseeing of ER physician schedules.

The position of Supervisor Medical Services functions in a manner consistent with and supports the mission, vision, values & guiding principles of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

- Ensures month end reports are prepared and distributed on a timely basis.
- Responsible for providing basic accounting services according to policies and procedures.
- Responsible for physician contracts, physician letters of offer, physician agreements, and physician credentialing.
- Ensures effective physician on-boarding, regional orientation and initial communication.
- Leads coordination of all medical students/residents programs coordination.
- Leads and coordinates physician locums in ER's and clinics, including scheduling, communication and invoicing.
- Responsible for physician invoicing, billing and payment.

- Sets and communicates overhead and rent rates and oversees overdue accounts.
- Works closely with site leads and acute care staff to oversee ER schedules and communication.
- Coordinates administrative system of Regional Lead Medical Services and Chief Medical Officer and ensures their administrative needs are met.
- Preparation and collection of physician return of service terms.
- Responsible for Physician Services reporting – Vacancy Reports, Physician Manpower Planning Reports and FIPPA reporting.
- Supports Community Health Council Meetings and ensures follow-up as required.
- Responsible for aspects of the Physician Assistant program, including contracts of supervision and coordination of performance reviews.
- Responsible for physician housing as it applies to locums and communities where accommodations are lacking.
- Leads administration on the Physician International Medical Graduate Program including letters of offer, return of service terms, reimbursements and site selection process.
- Responsible for coordinating physician practice mentors and practice supervisors.
- Responsible for preparation and management of income guarantees and income confirmation.
- Oversight responsibility for Physician Fee for Service (FFS) billings system.
- Lead on physician immigration processing, including – LMIA submission and follow-up.
- Supports media requests to physician services as appropriate.
- Leads the coordination of physician performance reviews.
- Analyzes and oversees FFS recoveries and investigates questionable data.
- Assists on special projects and reports as may be required from time to time.
- Performs other related duties as may be assigned and provides related support to other site and finance staff.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Bachelor's Degree in Business Administration, Economics Degree or Healthcare-related Degree preferred.
- Completion of 3<sup>rd</sup> or 4<sup>th</sup> level of CGA/CMA or combination of education and experience may be considered.

**REQUIRED KNOWLEDGE:**

- Knowledge and experience in computerized accounting.
- Knowledge of and experience with the physician health system preferred.

**EXPERIENCE REQUIRED:**

- Experience in a health sector or business environment.
- Experience in accounting software an asset.
- Experience working with Physicians preferred.

**SKILLS/COMPETENCIES:**

- Computer literacy in word processing and spreadsheet applications, preferably Microsoft Office.
  - Demonstrated excellence in oral and written communication and problem-solving.
  - Demonstrated ability in relationship building and exceptional interpersonal skills.
  - Demonstrated exceptional organizational and financial acumen.
  - Demonstrated ability in strategic planning, problem-solving team-work.
  - Ability to work with a variety of sensitive information and to maintain confidentiality.
  - Ability to work independently and handle a large volume of work with a minimum of supervision.
  - Ability to maintain positive working relationships in a team based working environment.
  - Valid driver's license.
  - Good physical and mental health to meet the demands of the position.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

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Created: December, 2016  
Date

Revised: September 2022  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*