



HEALTH CAREER OPTIONS GUIDE

for internationally educated health professionals

Telehealth Coordinator - non clinical

This profession is also known as:

- health and service support representative
- telehealth associate
- call centre associate

Note: Clinical telehealth coordinators require a license in their respective professions.

What is a telehealth coordinator?

A telehealth facilitator acts as the first point of access to telehealth services. He or she responds to incoming calls, and facilitates activities such as scheduling patient consultations, testing and setting up equipment, and providing technical support and instruction for participants.



What are the main duties of this profession?

A Telehealth coordinator provides service and assistance to a wide variety of clients. Sample duties include:

- reception of calls for telehealth services
- collection of demographic, other non-clinical information and reason for the call
- transfer of calls to Ambulance Dispatch Center, a Telehealth Nurse, or Clinical Therapist
- maintenance of patient's clinical record in a concise, clear and timely manner
- provision of scripted health information and service referrals to community resources
- preparation of printed documents for mailing
- collection of satisfaction feedback information from users of the service
- sending and receiving information to and from patients and other caregivers
- completion of other administrative support activities as required

What personal characteristics or desired traits should I have for this work?

You need:

- Empathy with others
- Attention to detail
- Patience
- Methodical problem solving
- Cooperation

- Respect for others
- Reliability and consistency
- Ability to establish rapport through telephone contact
- Strong communication and interpersonal skills
- Capacity to work in a team environment and support co-workers
- Willingness to seek opportunities to advance professional development
- Ability in multiple languages may be an asset

Where do telehealth coordinators work?

- Hospitals and other health care facilities
- Regional Health Authorities
- Healthcare Services Companies

What typical work conditions should I expect?

You may expect:

- Rotating shifts, 7 days a week
- Long periods of sitting
- Extended computer screen time
- Occasional exposure to minor conditions such as rudeness/profanity, interruptions and travel



What qualifications do I need?

You need:

- Post-secondary education with completion of a related college certification program
- Strong computer and telecommunication skills
- Advanced knowledge of computer environments and basic computer programs (word processing, data entry, spreadsheets)
- Work experience in a healthcare or customer call center environment is an asset

What communication skills do I need?

You need:

- Excellent verbal and written communication and interpersonal skills are required along with clear organizational and time management abilities.
- Ability to recognize non-verbal cues from clients

What wage should I expect for this work?

There is no national occupation code for telehealth coordinator at this time. However, the work is similar in scope to that of a medical administrative assistant and wage information for that profession is offered here.

Average Canadian hourly wage **Low** 12.00 **Median** 19.00 **High** 25.00

Are there opportunities for advancement?

There is little opportunity for advancement without further education.

Learn more about telehealth coordinators by viewing these sites.

There is currently no professional association or entity in Canada offering accreditation, certification or regulation for Telemedicine coordinators or other support roles in Telemedicine health care services.

- Sheridan College offers a new certification program. <https://caps.sheridancollege.ca/products/telemedicine-facilitation.aspx>

View these sites to learn about telemedicine.

- Ontario Telemedicine Network
<https://otn.ca/>
- Canadian Mental Health Association- Toronto
<http://toronto.cmha.ca/telemedicine-services/>

References

- Outline from CSMLS webpage, accessed 3/25/2016
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- Government of Canada (NOC 1243)
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>
- Sheridan College
<https://caps.sheridancollege.ca/products/telemedicine-facilitation.aspx>