***Attachment Coordinator Job Description Template***

*Each Division of Family Practice will adapt this job description to ensure the best use of resources within their geography, but the Position Summary and Responsibilities listed in this template below should remain standard as per the FPSC Attachment Mechanism Funding Guidelines.*

**POSITION: Attachment Coordinator**

**LOCATION: [community name]**

**REPORTS TO: [Division of Family Practice name] Executive Director, Division Program Manager/Lead or the PCN Director/Manager**

**EMPLOYED BY: [Division of Family Practice name]**

**BACKGROUND:**

BC’s Provincial Attachment System is comprised of three key registries: Health Connect Registry, Panel Register and the Clinic and Provider Registry. The Health Connect Registry (HCR) is a provincial registry operated by [HealthLink BC](https://www.healthlinkbc.ca/); all [divisions of family practice](https://divisionsbc.ca/) and primary care networks (PCNs) must utilize the HCR as the waitlist to track unattached patients and facilitate attachment of patients to family physicians (FPs) or nurse practitioners (NPs). In some communities, there may be a supplementary Patient Attachment Mechanism, facilitated by the division of family practice, to collect additional health or demographic information to inform priority attachments.

**POSITION SUMMARY:**

The Attachment Coordinator is responsible for supporting BC residents who have registered on the HCR (i.e., unattached patient) to connect with a primary care provider (i.e., FP or NP) within their community of residence who can provide the resident with longitudinal primary health care services.

The Attachment Coordinator is responsible for utilizing the HCR to facilitate the match between an unattached patient and an available FP or NP within the same geographic location.

The work of the Attachment Coordinator is done through ongoing communication and relationship building with local FPs, NPs and primary care clinics (including clinic staff). As a public face of the division of family practice and Primary Care Network for local attachment inquiries, the Attachment Coordinator is responsible for proactively engaging and communicating with community members on attachment status and processes, as directed by policy and program guidelines. The Attachment Coordinator will also liaise with FPSC and HealthLink BC staff, as well as other Attachment Coordinators, about attachment best practices and to optimize use of the HCR.

In some communities, the Attachment Coordinator may support the transfer of patient data from the Health Connect Registry to a clinic Electronic Medical Record systems or support activities related to merging local waitlist data with the Health Connect Registry.

**QUALIFICATIONS:**

Secondary school graduation or equivalent. And a minimum of three (3) years recent, related experience providing support in administrative health care or customer service environments, including:

* Experience and training in word processing, spreadsheets and other standard computer applications;
* Knowledge of the BC health care system, specifically primary care;
* Knowledge of Indigenous cultural safety and humility and the ability to integrate this knowledge into practice;
* Knowledge and application of diversity, equity and inclusion principles;
* Strong listening, written and verbal communication skills;
* Strong interpersonal and relationship building skills;
* Experience working with family doctors and/or nurse practitioners;
* Strong organizational, decision making and problem-solving skills;
* Ability to follow step by step procedures;
* Ability to maintain confidentiality using sound judgement, tact and diplomacy;
* Experience participating in evaluation and reporting activities is an asset.

Other equivalent combinations of education and experience may be considered.

**RESPONSIBILITIES:**

The Attachment Coordinator is responsible for the following:

1. Facilitating the match between BC residents registered on HCR and local FPs and NPs within the same geographic region who are accepting patients;
2. Supporting the accuracy of the HCR Attachment Interface data, ensuring it has complete patient information (i.e., demographics, status, etc.);
3. Sharing appropriate information, in alignment with privacy and security policies, about patients to local FPs/NPs/primary care clinics for the purposes of attachment;
4. Building relationships and understanding the capacity of primary care providers (FPs and NPs) within the division and PCN geography, utilizing information available through PAS, reports shared by the Ministry (e.g., New to Practice and NP HA Service Contracts) and local community knowledge of clinics and providers;
5. Participating in the ongoing design and enhancements of HCR with HealthLink BC, in alignment with provincial policy and local attachment processes, to support attachment;
6. Monitoring and reporting on attachment progress including, if applicable, providing aggregate reports on patient attachment to support the local Division of Family Practice and/or Primary Care Network;
7. Communicating with members of the public about attachment processes and case status; and
8. Ensuring that local attachment workflows comply with privacy regulations, including Freedom of Information and Protection of Privacy Act (FOIPPA) and Personal Information Protection Act (PIPA).

*All applicants must be residents of BC as they will be required to complete BC Services Card authentication as a term of employment.*

*Additionally, Security screening requirements for this position include a criminal record check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the [Division of Family Practice name] and HealthLink BC.*