

# Job Description

## Somerset West Community Health Centre

<b>Job Title:</b>	Medical Office Assistant- Main Reception
<b>Job Classification:</b>	Medical/Clinical Secretary
<b>Salary:</b>	\$34,394- \$41,439
<b>Job Type:</b>	Full-time, Regular
<b>Department:</b>	Health Services
<b>Reports To:</b>	Program Coordinator, Health Services
<b>Revised Date:</b>	October 29, 2010

### JOB SUMMARY

The Medical Office Assistant is responsible for providing administrative support for SWCHC staff and clients. This includes client reception (Main lobby, Walk-In and Second floor), records management, data management and general administrative support.

### AREAS OF RESPONSIBILITY

#### **Areas of responsibilities:** Participates in Team/Centre Activities as Required

- Attends team and staff meetings
- Participates in team and centre special events
- Contributes to the development and implementation of the Centre's policies and procedures and strategic plan
- Maintains up-to-date professional skills through formal training
- Maintains awareness of Centre/Ministry requirements by networking with the employees of other Community Health Centres
- Complies with all mandated legal/regulatory requirements related to working in the Centre, i.e., Occupational Health and Safety, standards of professional conduct, etc.

### **Areas of responsibilities: Shared Among Team**

- Check Purkinje MOA Inbox throughout shift
- Check chart request and MOA box throughout shift
- Pulls charts and books appointments as requested by providers
- Files charts/labs and other correspondence
- Scans client related documents into electronic health record
- Assist with Enrollment of new/existing clients
- Pulls charts for WI
- Assist with reception when busy
- Respond to urgent requests from providers re: chart pulls, contacting clients, making appointments, etc.
- Notifies clients of cancellations and call-backs
- Advise clients re: placement on Waiting List/provides questionnaires
- Provide cultural interpretation on urgent basis
- Maintenance support of photocopier and fax machines
- Fax written prescriptions to appropriate pharmacy
- Provides needle exchange and SIP services during evening hours and as required
- Verifies and updates client information in computer and chart
- Ensures client confidentiality is maintained at all times
- Notifies Drug Treatment Court of Ottawa of daily attendees from program

### **Areas of responsibilities: Telephone Reception**

- Activates phone system
- Answers, screens and transfers incoming calls
- Records telephone messages and medication renewals and directs information and or chart to appropriate staff member
- Books/reschedules appointments
- Sorts and distributes external and internal mail and faxes
- Maintains a current telephone message board
- Prepares Outcards for next day appointments
- Prints daily schedules
- Checks Counselling Referral box each morning and forwards to C&SS Reception
- Notifies message centre regarding changes to on-call schedule
- Maintains and updates twice monthly the OB list ensuring an equitable spread of obstetrical clients between the physicians.

### **Areas of Responsibilities : Client Reception- Second Floor**

- Opens Health services second floor each morning
- Picks up messages from call centre and MOA voicemail box
- Sick call replacements for staff as required
- Greets visitors and patients
- Determines client needs and directs them appropriately
- Verifies and updates client information in computer and chart, i.e., intake forms, health cards, etc.
- Notifies providers of client arrivals and places chart in appropriate box
- Schedules appointments
- Registers new clients
- Opens new charts when needed
- Same day cancellations by providers
- Monitors waiting room ensuring tidiness and maintaining order
- Provides back-up for scheduler template creation/changes

### **Areas of Responsibility: Records Management**

- Prepares charts for next day appointments ensuring that all necessary forms and labels are contained in the file
- Changes chart covers and thins charts as necessary or if requested by provider
- General chart maintenance
- Maintains inventory of all forms, i.e., lab requisitions, chart forms, requisitions from outside agencies, ODSP, etc.
- Maintains supply of forms in providers' exam rooms
- Maintains file of new clients being accepted from Waiting List

### **Areas of Responsibility: Referrals**

- Types and dictatypes correspondence as required
- Completes and mails forms, i.e., invoices, immigration documents, ROI etc.
- Processes external referral appointments
- Ensures clients are aware of their referral appointments
- Photocopies client information as required
- Faxes client information as required
- Requests consult notes, test results and other client information from hospitals and specialists' offices
- Maintains accurate and current resource directory
- Maintains inventory of forms pertaining to this area of responsibility

### **Areas of Responsibility: Walk In and Social Services Reception**

- Greets visitors and clients, determining their needs and directs them appropriately
- Verifies and updates client information in the computer and chart
- Schedules appointments
- Opens new charts as needed
- Files charts, labs and other documentation
- Assists with filing and management of Outreach notes
- Reschedules booked clients when providers off on leave
- Monitors waiting room ensuring tidiness and maintaining order
- Maintains inventory of forms required in WI and Social Services
- Provides needle exchange and SIP services
- Orders WI clinic exchange supplies
- Prepares monthly stats for WI
- Prepares monthly stats for Needle Exchange and SIP
- Works closely with Nurse Practitioners in Walk In to ensure optimal functioning of the clinic
- Liaises between social services and health service staff on issues of shared interest/concern
- Monitors WI Shower use, provides towels and other toiletries as required
- Brings used linen from shower up to second floor for pick-up
- Notifies Drug Treatment Court of Ottawa re: daily attendees from the program
- Communicates operational issues re: DTCTO to Rideauwood as required

### **Areas of Responsibility: Main Reception**

- Greets visitors and clients, determining their needs and directs them appropriately
- Ensures visitors, students and volunteers are signed in and given identification badges
- Opens (unless marked confidential), sorts and date stamps incoming mail and distributes to departmental mailboxes
- Stamps all incoming cheques "For deposit only"
- Processes outgoing mail and maintain postage meter
- Receives parcels and courier deliveries and notify appropriate staff.
- Arranges courier and priority mail as requested.
- Logs all cheques and cash received in database and prints daily cash/cheque receipts report. Attach all appropriate and required documentation for pick up by Finance Department.
- Provides immediate receipts to clients/donors if requested
- Updates staff directory as required.
- Maintains and logs all incident reports.
- Ensure staff and client safety by following established emergency response systems.
- Oversee visitor parking registration and enforcement with maintenance personnel
- Books Centre meeting rooms and equipment using room booking software and in accordance with room booking policies and procedures.
- Notifies maintenance and IT staff of room set-up and equipment requests
- Prepares daily room booking schedule for posting before 9 am daily in various locations throughout the Centre.
- Books Centre van using room booking software ensuring proper return of van keys and mileage sheets.
- Maintains and monitors van log.

**Education/Experience:**

- Medical secretary diploma or equivalent work experience
- Previous experience working in a medical setting with diverse multicultural, socio-economic and mentally disabled clients

**Language(s):**

- Fluency in English and French mandatory
- Other languages an asset

**Other Job Requirements:**

Strong interpersonal, organizational and communication skills (both written and oral) with the ability and willingness to:

- Achieve standard of excellence with work processes and outcomes
- Strive for high client satisfaction, go out of the way to be helpful and pleasant
- Balance listening and talking; speak and write clearly and accurately, keep others informed
- Be helpful, respectful, approachable and team-oriented, build strong working relationships and a positive work environment
- Take ownership of work, do what is needed without being asked, follow through
- Plan ahead, manage time well, be punctual, be cost conscious, think of better ways to do things
- Be receptive to feedback, be willing to learn, embrace continuous improvement
- Assure discreet handling of all business
- Pay strong attention to detail
- Juggle multiple tasks and meeting demanding deadlines
- Adapt to changing work environment

**Computer Skills**

- Microsoft Office
- Knowledge of Purkinje Medical Software an asset
- Scheduling applications
- Data entry