

# BECKWITH FAMILY HEALTH ORGANIZATION

**POSITION TITLE:** Medical Office Assistant

**JOB REPORTS TO:** Clinic Manager

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## **JOB SUMMARY:**

The Medical Office Assistant (MOA) supports the delivery of primary care services in the clinical setting. Under the administrative direction of the Clinic Manager this individual performs work as required and functions as an effective member of the interdisciplinary team.

## **ESSENTIAL RESPONSIBILITIES Medical Office Assistant:**

- Ensure that patient demographic information is accurate at each visit, including address, telephone number, and Health Card number
- Answer telephones, book and reschedule appointments, and respond to patient telephone queries, greet patients in waiting room,
- Perform telephone reminder calls for patient appointments at least 24 hours before the scheduled visit
- Book follow-up appointments for patients based on visit outcome
- Accept credit card, debit or cash payment for uninsured services
- Triage, assess and prepare patient prior to appointment with family physician or FHT provider (including taking vital signs; determining height and weight; measuring baby length, head circumference and weight; measuring glucose levels; performing urinalysis; taking BP measurements.
- Document all patient information obtained in electronic medical record,
- Communicate information gathered during triage to the appropriate provider,
- Stock and maintain patient exam rooms and instruments during clinic hours, i.e. wipe down exam beds, sanitize instruments, empty garbage, clean BP cuffs,
- Keep inventory of disposable medical supplies and other materials; alert Clinic staff when supplies need to be ordered,
- Clean tools for sterilization,
- Obtain necessary information for the patient's visit (for example, test results from outside clinics or un-scanned documents from paper charts),
- Assist with the completion of insurance and other patient forms,
- Perform administrative tasks (photocopying, filing, etc.) when necessary
- Ensure that waiting room is kept organized and neat
- Perform end-of-shift duties as listed in clinic closing procedures
- Maintain and respect patient confidentiality at all times

## **ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE:**

- Completion of a Medical Office Assistant or Clinical Assistant course (or equivalent) preferred
- Previous experience as a Medical Office Assistant in a healthcare environment
- Computer literacy: EMR (Practice Solutions), Microsoft Office, and Internet
- Strong attention to detail
- Excellent communication skills, both verbal and written

## **BECKWITH FAMILY HEALTH ORGANIZATION**

- Dependability, reliability, and the ability to work under pressure and meet deadlines
- Ability to work in a manner that is in compliance with staff and patient safety practices, policies and procedures
- Ability to work independently and as part of a team.
- Good attendance

### **PERFORMANCE EVALUATION AND COMPETENCY FEEDBACK:**

Competency performance levels will be defined on an annual basis during a formal employee performance evaluation process. Evaluations of performance will be justified both quantitatively and qualitatively through examples of regularly occurring behaviors. Informal and semiformal feedback will be continually provided throughout the year between the direct supervisor and incumbent.

Our Carleton Place location is accepting resumes for Medical Office Assistants.

Please submit your resume via email to Corinna Smith, Clinic Manager at [clinic.manager@cpovfht.ca](mailto:clinic.manager@cpovfht.ca)