



Job Description Medical Office Assistant

Reports to: Clinic Manager, with a Supervisory reporting relationship to the Assistant Manager.

Qualifications:

- High school diploma or equivalent, with a related post-secondary certificate or diploma (Medical Office Assistant, Health Information Office Assistant, or similar);
- Minimum of two (2) years of medical office related experience;
- Experience working within an EMR (Telus Wolf preferred);
- Demonstrated proficiency in the use of computers, including MS Office;
- Demonstrated ability to work effectively both autonomously and as part of a team;
- Demonstrated organizational, time management, and communication skills;
- Demonstrated ability to deliver exceptional customer service.

Responsibilities:

- Opening and closing of clinic, ensuring end-of-day and security procedures are in place;
- Greeting patients, assisting in completing health history forms, and showing patients to consultation rooms;
- Ensuring complete and accurate demographic information on all patient records;
- Booking appointments, scanning documents into the Electronic Medical Records (EMR), and collecting payments using the EMR;
- Answering, screening, and forwarding telephone calls;
- Completing patient call-backs and appointment reminder calls;
- Maintain ongoing tracking and appropriate documentation regarding patient communications;
- Operating office equipment such as photocopiers, fax machines, scanners, and computers;
- Providing clerical and administrative support to clinical staff and management;
- Process private and insurance billings;
- Keep reception and patient waiting areas clean and orderly;
- Provide back-up support to the Referrals Coordinator with processing of, and updating patients on the status of referrals;
- Other related duties as required.

Recognizing that Ridgeview Medical Centre is a dynamic organization, roles and duties may evolve over time.

Date Reviewed and accepted: _____

Clinic Manager Signature: _____

MOA Signature: _____