

PQCHC – JOB POSTING

PQCHC is an equal opportunity employer and values diversity in its workforce.

If at any stage in the selection process you require an accommodation due to a disability, please let us know the nature of the required accommodation.

JOB TITLE:	Medical Office Assistant	JOB #:	2018-0089
Status:	Term from October 29, 2018 until June 14, 2019	Hours:	28 hrs/week
Benefits and eligibility:	4% in lieu of benefits	Pay scale:	\$20.876-24.561/hour
Application deadline:	Wednesday October 17, 2018 at 5:00pm		

PLEASE APPLY DIRECTLY ON OUR WEBSITE

www.pqchc.com

Job Summary

The Medical Office Assistant provides medical reception and administrative support services for the PQCHC primary care clinics.

Job Specific Responsibilities

Direct Client Service

- Greets clients in a warm, welcoming, patient and non-judgmental fashion.
- First point of contact screening for infection prevention and control for the clinic (telephone and in person).
- Schedules appointments with clients and cultural interpreters.
- Registers clients and updates client information using electronic medical record system (EMR).
- Receives all clinic telephone calls; provides information or redirects as appropriate.
- Executes provider requests for referral by faxing referrals, informing clients of appointment time and place (when possible), sending referral letters and recording referrals.

Administration

- Sends requests for transfer of medical records; responds to incoming requests by copying and mailing files as directed by the provider or 3rd parties while ensuring client consent to share information is on record.
- Performs all other medical reception procedures listed in the Medical Reception Policies and Procedures Manual.
- Prepares new client records as required.
- Scans client related documentation to the appropriate section of the EMR.
- Updates general computer information (i.e. provider lists, specialist lists).
- Maintains a ready-to-use supply of forms required by the medical reception desk.
- Sorts and appropriately distributes medical mail.

Teamwork and Collaboration

- Attends clinic, medical reception, general staff and other meetings as requested.
- Actively Identifies areas of improvement for the clinic to ensure the highest quality of care is provided (i.e. identifying trends, barriers, inefficiencies, opportunities.)

HUMAN RESOURCES

Pinecrest-Queensway Community Health Centre

1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7

Fax: 613-288-3407 email: hr@pqchc.com (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

Other

- Performs other related duties as requested.

Qualifications

- Secondary school diploma and medical secretarial training.
- Courses in computerization and records management.
- Proficiency with scheduling systems and electronic medical records.
- Two to three years medical reception and/or basic records management experience in a clinical setting.
- Experience dealing with the public in a professional manner.
- Experience working with diverse populations.
- Fluency in English essential, French an asset and other languages desirable.
- Ability to work flexible hours; in the case of on call/relief positions this may include short notice availability given the on call/relief nature of the position.