



*An ocean of opportunity*

## JOB DESCRIPTION

<b>Position Title:</b>	Family Medicine Administrative Assistant/Receptionist
<b>Deadline to Apply:</b>	May 1, 2019
<b>Reports to:</b>	Dr. Robyn Pierce
<b>Status:</b>	Permanent Full Time
<b>Location:</b>	Barrington (clinic address TBD)
<b>Hours:</b>	Normally 8:30 a.m. to 4:30 p.m. Monday to Friday (minimum of 35 hours/week) with other hours for meetings and possibility of weekend clinic hours. Subject to change.
<b>To Apply:</b>	All interested applicants may submit a cover letter and resume by email to Dr. Robyn Pierce ( <a href="mailto:robyn.pierce@dfm.queensu.ca">robyn.pierce@dfm.queensu.ca</a> ) by <b>May 1<sup>st</sup>, 2019</b> .

### SCOPE

The office administrative assistant will contribute to the overall success of Dr. Robyn Pierce's practice by providing high quality customer service to all clients. The office administrative assistant will provide administrative support to the physician and patients by performing general office duties through the use of electronic medical records (EMR) and maintain daily operations by following policies and procedures while adapting to changing priorities.

### QUALIFICATIONS

- High school diploma plus 1-year trade or commercial program (medical office administration or office administration).
- 1-2 years of experience in a medical office environment would be an asset.
- Ability to prioritize work and multi-task.
- Reliable and punctual.
- Ability to maintain confidentiality.
- Proficiency and experience with EMR would be an asset.
- Experience with MSI billing would be an asset.
- Proficiency and experience with Microsoft Word, Excel, and emailing.
- Satisfactory Criminal Record and Vulnerable Sector check.

### SUMMARY OF FUNCTIONS

#### **Principle Duties and Responsibilities:**

The office administrative assistant shall work under the direction of Dr. Robyn Pierce. The following is a general outline of the duties and responsibilities. The listing is not intended to be all inclusive or to limit initiative to expand his/her function beyond this scope nor is it intended to limit Dr. Pierce's right to assign other duties.

### Reception and Registration of Patients Functions

1. Greet and register all patients reporting for appointments.
  - a. Register patients by updating demographics and health card information in EMR and checking in clients for appointments.
  - b. Welcome all patients and visitors presenting themselves at the practice and book appointments, give/receive various correspondences, accept payments or respond to any other patient request related to their care.
  - c. Protect patient rights by maintaining confidentiality of medical, personal, and financial information.
2. Maintain schedule for Physician.
  - a. Book patient appointments and follow-up visits within the time slots allotted for type of appointment.
  - b. Make punctual changes to schedule when requirements arise and advise patient of changes.

### Management of Phone Lines and Communication Functions

3. Answer phone lines and manage other phone options.
  - a. Answer all incoming calls in priority, provide required information and respond to patients'/clients' needs while maintaining a high level of customer service.
  - b. Transfer calls to physician or redirect patient calls to appropriate services as needed.
  - c. Record and send precise messages for physician. If nature of call is patient related, send message via EMR in patient chart.
4. Manage phone system.
  - a. Change voice message for clinic information as needed.
  - b. Ensure call forwarding and evening messages are activated at end of day.
  - c. Answer all voice messages in a timely manner.
5. Communicate any results or other requested information to patient as requested by physician.

### Health Records and Scanning Functions

6. Scan paper documents/results to the patient's electronic chart.
7. Action requests for chart copies from various organizations and from patients.
  - a. Obtain authorizations for release of information.

- b. Print copies of patient's electronic chart. Prepare documents for submission to appropriate third party or for patient.

#### General Office Functions

- 8. Receive and transmit documents via fax.
- 9. Action requests for chart copies from various organizations and from patients.
  - a. Receive all incoming faxes, action any request, distribute to appropriate provider and ensure any urgent request are acted upon immediately.
  - b. Fax to various health care organizations any requests for tests and consultation as per provider's request. Document action in patient chart and action according to priority.
  - c. Fax various documents to third party agencies, insurance companies, lawyers etc., as requested by physician.
- 10. Issue invoices and record payment.
  - a. Obtain payments and record payments in appropriate ledger for all patient services not covered by provincial health care.
  - b. Prepare and record invoices issued to third parties for services rendered by providers and/or chart copies.
  - c. Verify outstanding invoices quarterly.
- 11. Type letters for physicians that have not been generated via the EMR application.
- 12. Document all communications with patients regarding results and for messages left in the EMR.
- 13. The office administrative assistant will additionally be responsible for rooming patients in a timely manner.

#### Urgent Care Request To and From Physician Functions

- 14. Prioritize work according to urgency of situation and take appropriate action.
  - a. Advise physician immediately if patient presents with urgent medical condition.
  - b. Bring any abnormal or critical results to physician's attention as soon as possible.
  - c. Action any urgent request from physician as soon as possible and ensure follow-up.