

Medical Office Assistant

We are looking for an experienced medical assistant who have demonstrated high records of achievement and possess strong, interpersonal communication combined with a strong commitment towards teamwork to join our Family Medical Clinic.

GENERAL DUTIES/RESPONSIBILITIES:

- Greet and register arriving patients in a prompt, pleasant and helpful manner
- Verify and update patient information within charts
- Book, co-ordinate and reschedule patient appointments
- Perform invoicing and collection of payments
- Oversee the general waiting area, coordinate patient movements and report problems and irregularities to clinic manager
- Answer, screen and forward telephone calls to the appropriate person/area
- Responding to all telephone inquiries and retrieving and returning messages daily from the voice mail system
- Call patients to remind them of upcoming appointments or perform callbacks requested by the physicians
- Perform clerical duties, such as filing, sorting and distributing of mail/faxes and laboratory results
- Downloading dictated files onto medical software system
- Liaising with medical laboratories/physician offices for appropriate patient documentation
- Retrieve patient charts from medical records as requested
- Scan and attach documents into patient charts
- Perform vital sign, height, and weight measurements as necessary
- Accompany physicians during sensitive examinations when requested
- Perform daily opening and closing office procedures as assigned
- Ensure consistent inventory, through daily stocking of exam rooms
- Ensure a clean environment by cleaning/sanitizing exam rooms, common spaces, and foyer
- Handling incoming and outgoing mail, faxes and shipments (site specific)
- Maintain patient and physician confidentiality
- Perform other duties as assigned

KNOWLEDGE REQUIREMENTS:

- Exceptional customer service skills
- Knowledge of English grammar, spelling and punctuation
- Ability to communicate effectively and efficiently
- Knowledge of computer systems and applications, including word processing
- Familiar with Electronic Medical Records (EMR) system
- Ability to prepare, file and maintain patient records
- Possess excellent time management skills
- Professional, enthusiastic, positive, respectful

- Committed, reliable and flexible
- Show attention to details
- Speaking Farsi would be considered an asset

EDUCATION REQUIREMENTS:

- A medical certificate/diploma
- Six months to one year of experience in a customer service environment (e.g., retail or hospitality) is an asset

MANDATORY REQUIREMENTS:

- Current CPR and to maintain up to date CPR certification throughout employment
- Proof of up to date immunization records
- Current Police Records Check for the vulnerable sector that should be valid within 4 months of starting employment