



Woodbine Family Health Team is a dynamic team of professionals including 5 Family Physicians, Dietitian, Pharmacist, Registered Nurse, Mental Health Counsellor and administrative support.

We are currently looking for a Full-Time Medical Office Administrator to work with our team. Reporting to the Executive Director and/or Lead Administrative Assistant, you will be involved in scheduling, referrals, triage and other administrative duties as assigned.

Full and detailed job description is included for your reference.

Please forward your most recent resume with a cover letter by August 11th, 2023

Suzy Domanj
Executive Director
domanjs@woodbinefht.ca or fax to 416-342-5148

Thank you for all who apply. Only applicants selected for an interview will be contacted.



Job Description

Title: Full-Time Medical Office Administrator

Reports to: Executive Director and/or Lead Administrative Assistant

POSITION SUMMARY

This position is the first point of contact with the public and as such is key to the overall operation of the Family Health Team. The position supports medical and clinical staff by ensuring patients are given relevant, timely services and information. The position supports both administrative and clinical operations of the office and is responsible for the maintenance and updating of electronic medical records.

QUALIFICATIONS

Secondary School Diploma

Medical Office Assistant Diploma an asset

Fluency in the English language (speaking and writing)

Second language is an asset

Previous medical office experience is an asset

SKILLS & ABILITIES

- Demonstrated experience working in a community health setting.
- Medical terminology proficiency. Experience and comfort working with an electronic charting system.
- Commitment to best practices and quality patient care.
- Dedication, hard work and the desire and ability to carry out detailed tasks under pressure, without making mistakes.
- Ability to work effectively within a multidisciplinary team.
- Experience working in a setting where self-motivation and flexibility are required
- Ability to work flexible hours including evenings and Saturdays
- Excellent interpersonal skills.
- To maintain positive channels of communication and cooperation with the patients we serve, the physicians and staff at Woodbine Family Health Team and related health agencies, as appropriate.



POSITION RESPONSIBILITIES

Administrative

- Staying on premises at the end of the day so long as there are providers seeing patients to not only provide assistance but also a corroborative presence for liability reasons.
- To ensure site preparation and clean up in examination rooms.
- To follow protocols of infection control office setting as outlined by the guidelines set out by the College of Physicians and Surgeons of Ontario.
- To ensure appropriate cleaning of all medical instruments used in office procedures, including initial mechanical cleaning followed by either disinfection or sterilization as per above protocol
- To maintain a neat and orderly work place.
- To attend scheduled staff meetings and staff development as required.
- To provide feedback to the Woodbine Family Health Team Executive Director regarding needs or suggestions for facilitating optimum personal or professional (office) efficiency.
- To comply with the Conditions and Policies of Employment, the Office Policies and Procedures, and the Statement of Confidentiality and Information Access of WFHT
- WHFHT Management reserves the right to add or delete duties and responsibilities under the job description for Medical Office Administrator, as deemed necessary.
- Set-up and blocking of your Physicians and/or Nurse Practitioners appointment schedules. This will include approved Vacation/Education Days planned in advance.
- Responsible for designated Medical Office Administrator telephone extension. This will include handling of patient's prescription renewal requests in a timely manner and necessary follow up, when directed by provider.
- To perform other duties as assigned by the WHFHT Executive Director or Office Manager
- Responsible for scanning and allocating image and text reports into the appropriate files in Electronic Medical Records
- Sort mail and faxes and distribute accordingly
- Receiving referral appointments and notifying patients of appointment times. This includes timely follow up on overdue sent referrals
- Receive payment and issue receipts to patients as required
- Perform any other duties as assigned



PROGRAM & PATIENT

- To promote services and programs offered by this FHT to patients
- To locate patients in the appropriate examination rooms in preparation for consultation and examination.
- To prepare and assist physicians as required and trained
- Preparing patients EMR, including appropriate stamp. Attention to detail critical
- Performing required preliminary diagnostic procedures such as BP, height, weight, urine dips, pregnancy tests, strep throat tests, well baby care etc. when required.
- No medical histories to be taken.
- Diligence in understanding and complying with “NO medical advice given to patients”, in this role.
- On request from physicians/nurse practitioner call patient with instructions.

WORKING CONDITIONS

- Maximum up to 40 hours per week with at least one evening a week and Saturdays – This will be determined based on the needs of the clinic (40 hours include 1 hour unpaid lunch break)
- Work with staff, volunteers, students, and members of the community from a variety of educational backgrounds and approaches

Note: The above is intended to describe the general nature of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities associated with this role. The Medical Office Administrator may be assigned other related duties in consultation with the Executive Director.