

J.E. Stokes Medical Centre is seeking a professional, respectful, and compassionate individual with a positive attitude to fill a part-time, potential full time, medical office assistant position. The individual must be committed, punctual, reliable, and flexible to adapt to our dynamic clinic environment.

ORGANIZATION OVERVIEW

J.E. Stokes Medical Centre is a primary care clinic located in Schreiber, Ontario. Our employees collaborate and work within our team, along-side the North Shore Family Health Team to achieve a common goal of optimizing health and well-being of everyone within our catchment area.

POSITION SUMMARY

Under the overall supervision of the primary lead physician, the medical office assistant will be a member of an interprofessional team, providing excellent customer service to patients and visitors, as well as administration support.

ADDITIONAL QUALIFICATIONS:

- Exceptional communication, customer service, and organizational skills
- Computer proficiency and experience with electronic medical record software (Telus PS Suite)
- Excellent problem solving and critical thinking skills
- Ability to work independently and within a multidisciplinary team
- Ability to multi-task and adapt effectively in a dynamic environment
- Clinic or hospital administrative or clinical work experience

PRIMARY RESPONSIBILITIES:

- Greet all patients and visitors, in person or over the phone
- Respectfully communicate with staff, patients, families, and external parties to direct and respond to their needs
- Verify appointment times and ensure that the electronic medical record is up to date and accurate
- Schedule and confirm patient appointments / tests / follow-ups / urgent recalls
- Manage physician schedules
- Perform assessments of the patients on the phone as necessary for triaging/prioritizing their urgency to be seen by our office or refer to ER
- Communicate with patients on behalf of the physicians
- Record patient vitals in charts
- Facilitates client flow by managing arrivals in the electronic medical record system, being aware of delays, and communicating with patients and clinical staff
- Manage confidential information in a sensitive and professional manner
- Scan, fax mail, and process all documentation in a timely manner as required
- Ensure timely correspondence and invoicing of all third-party requests

- Collect payments from patients for uninsured services
- Audit charts as per physician request
- Assist to order supplies, maintain inventory as required, and keep office and clinic supplies adequately stocked
- Assists other staff as needed
- Perform other assigned duties and responsibilities as needed

We use a combination of telemedicine and in-person clinic visits with screening processes in place. All staff, physicians and patients are required to follow guidelines for safe practices/PPE. Administration area is separated from reception by plexi-glass wall.

Interested candidates please apply via email to jestokesmed@outlook.com or drop off your cover letter and resume at J.E. Stokes Medical Centre.

Applications close on January 31, 2025

Start date: March 3, 2025