

JOB SUMMARY:

As part of the DMC team to assist our patients and look after all their needs in a polite, friendly, professional and confidential manner.

Fulfill all expectations of physicians, management and co-workers.

Responsible for the timely preparation of patients in accordance with relevant legislation, professional standards and office policies and procedures.

Responsibility 1: Patient Preparation**Activities:**

- Coordinates patient movement from waiting room to examination room ensuring examination rooms are filled quickly
- Instructs patient in the collection of specimens and tests
- Prepares patients for examination by the physician
- Measure vital signs (BP, height, weight) as per procedures and document in EMR
- Obtains urine samples and dips for readings as required
- Performs finger pricks for on-site readings
- Assists physician as required during examination, testing and treatment of patients
- Ensure completion of required requisitions; i.e. properly labeled specimens bagged with requisitions

Responsibility 2: General**Activities:**

- Cleaning of examination rooms in accordance with current infection control procedures
- Cleaning and organizing of lab/supply room
- Cleaning and sterilizing of materials and instruments following universal precautions
- Responds to telephone inquiries as necessary, occasionally booking appointments
- Updating of healthcare numbers and demographics as required
- Updates and maintains patient medical records as required
- Consults with the physicians and other staff as required and maintains effective communications
- Maintains a clean and orderly work station
- Stocks and refreshes exam rooms throughout day, ensuring garbage not overflowing
- Ensures the maintenance, cleaning and repair of instruments and equipment
- Assists in ordering and unpacking of medical supplies
- Other related duties as may be assigned

QUALIFICATIONS

Education and Experience:

- Completion of Healthcare or Nurse's Aide Program Diploma or equivalent in job experience
- Previous related experience preferred
- Previous experience with Electronic Medical Records (EMR) is an asset

Job Skills and Demonstrated Abilities:

- Relevant clinical skills/knowledge
- Effective communication and interpersonal skills
- Ability to work both independently and as part of a team
- Ability to interact effectively with patients
- Skill in the use of computers , EMR software and MS Office preferred
- Ability to read, understand and follow oral and written instructions

Personal Attributes:

- Organized and efficient
- Professional
- Courteous, respectful, empathic
- Self-motivated

Working Conditions:

- Clinical patient environment
- Direct contact with patients who may potentially be contagious/infectious, requires constant attention to infection control procedures
- May occasionally be exposed to patients with potential to become highly emotional or violent
- May occasionally need to deal with patients who are terminally ill