

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: Physician's Schedule**Activities:**

- To always remain at reception station and to attend to the phones and the public unless someone else is covering for you.
- Maintain current booking templates for your specific physician.
- Regularly check call schedule when inputting template and for ongoing changes in call schedule
- Maintain physicians daily clinic schedule
- Respond to all telephone calls, booking of appointments for all doctors, cancellations, calls for physicians, transfer of calls, to take messages.
- Check and Update healthcare numbers and upon arrival
- Check for completeness of patient demographics –addresses, telephone numbers, family physician and other chart information as required.
- Arrived patients as they come in
- Understand the computer system in order to be able to book appointments, print lab req's,
- Prepare day sheets and encounter sheets for physician visits and to ensure all patient information required by the physician is complete and in the EMR
- Ensure patients receive all required paperwork as requested by physician
- Instructs patient in the collection of specimens and tests

Responsibility 2: General**Activities:**

- Importing of results of x-rays, ultrasounds and miscellaneous other results or reports as received
- Scanning and importing of incoming faxes as received.
- Assist with Reconciling outstanding requisitions once results are received
- Fax prescription refills as needed.
- Other duties as assigned from time to time.
- Consults with the physicians and other staff as required and maintains effective communications
- Maintains a clean and orderly work station
- Assists in ordering and unpacking of supplies as needed
- Other related duties as may be assigned

QUALIFICATIONS

Education and Experience:

- Completion of Healthcare or Office Receptionist 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:

- 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
- Relevant clinical skills/knowledge

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