

Medical Office Assistant

Summary

The Medical Office Assistant, under the direction of the clinic manager, will primarily be responsible for scheduling and confirming patient appointments / tests / follow-ups and managing physician schedules. This role also manages information collected from patients with the appropriate medical team members. The Medical Office Assistant must be able to communicate and work effectively on a multidisciplinary team and have a working knowledge of medical terminology.

Core Competencies

- Communication skills
- Critical Thinking
- Decision Making
- Organizational and Environmental Awareness
- Planning and Organizing
- Problem Solving
- Service Orientation
- Typing skills of a minimum 60w.p.m

Job Duties

- Greet and direct clients to appropriate medical resources and / or services.
- Answer external and internal phone calls and transfer calls to the appropriate departments.
- Handle all correspondence, including: telephone, email, fax and mail.
- Provide administrative support and perform clerical duties.
- Scan, fax and / or mail documents as required.
- Schedule and confirm patient appointments / tests / follow-ups and manage physician schedules.
- Manage referrals.
- Give registration forms to patients and ensure that they are properly filled out.
- Measure and document vital signs on each patient.
- Update and maintain electronic medical system.
- Compose reports, compile statistics, and prepare letters, memos and agendas.
- Share information collected from patients with the appropriate medical team members.
- Clean and sterilize materials and instruments.
- Prepare examination rooms with the necessary medical supplies and equipment.
- Monitor inventory of medical supplies and materials and order as required.
- Arrange for medical materials to be properly cleaned or disposed of.
- Participate in meetings as requested.
- Other duties as assigned.

Requirements

- Medical Office Assistant Diploma required.
- 3 years of secretarial experience in a health care setting.
- **Experience with Accuro and/ or other EMRs an asset.**
- Working knowledge of medical terminology.
- Familiarity with AH&W billing mandatory.
- Ability to communicate and work effectively on a multidisciplinary team.
- Proficient in use of computers and other office equipment.
- Excellent organizational and problem solving skills.
- Strong knowledge of general office procedures.

- Previous experience in handling confidential or sensitive information; knowledge of applicable data privacy laws.
- Able to maintain filing systems and basic databases.
- Meticulous records maintenance skills.
- Able to manage time efficiently and prioritize multiple tasks.
- Superior telephone manners and strong interpersonal skills.
- Strong customer service orientation.

Work Conditions

- Multi-discipline clinic in the heart of downtown
- Interacts with employees, management and the public at large.
- May be exposed to infectious waste, diseases, conditions, etc.
- Ability to attend training/ conferences
- Manual dexterity required to use desktop computer and peripherals.
- Intermittent physical activity including walking, standing, sitting, lifting and supporting patients.
- Monday to Friday various starting times
- No weekends or evenings unless scheduled for training or conferences

If this sounds like a position you can excel at then please send your resume to katherine@bakerclinic.ca

Interview Questions

Use the spaces provided to write down the applicant's responses, as well as any additional notes you wish to make about his/her answers.

1. What prompted you to apply for this position?

2. What are your career goals? Where do you hope to be in five years?

3. What are the main factors that have driven your success?

4. What specific strengths would you bring to our organization?

5. Tell me about a time when you really helped a client.

6. What is the biggest career mistake you've made so far? If given the chance to do it again, would you do it differently, why, and how?

7. How important are empathy and professionalism for the role of Medical Office Assistant?

8. Tell me about a time when you've been faced with a major obstacle on a project, and how you managed to solve the problem.

9. This job involves competing demands and multiple priorities, please provide me with an example of a time you were able to effectively manage a busy schedule and achieve results. What specific strategies did you employ to ensure timely and quality results?

10. Tell me about a time when you had to deal with an irate customer or patient. How did you turn the situation around?

11. Give me an example of a creative decision you've made that solved an organizational problem.

12. Tell me about your experiences writing reports and analyzing data.

13. Tell me about a time when you worked with a group of people as a team to create an effective solution to a problem.

14. How do you gain rapport with your clients? Give me an example of a time when you were able to build good rapport.

15. Tell me about a time when you had to quickly analyze information, define the key points, and respond immediately or create a plan that produced positive results.

16. How do you assemble relevant data to make your decisions? How do you know when you have enough data?

17. At what point do you find it necessary to bring others into your decision-making process? Why?

18. Tell me about a time when you made recommendations to improve a policy or procedure. How were they received? What was the outcome?

19. Tell me about your experiences with clinical information systems. How has your education / experience prepared you for this role?

20. Give an example of a non-clinical situation where your communication skills made a difference to the outcome of a project.

21. Describe a situation in which you felt pressured to compromise your integrity. How did you deal with it?

22. What were the main challenges you faced in your previous position?

23. What do you think the main challenges will be at ()?

24. What are your salary expectations?

25. What questions do you have for us?

26. What is your earliest date of availability?

Job Posting

() requires a Medical Office Assistant who, under the direction of the (Manager's Title), will primarily be responsible for scheduling and confirming patient appointments / tests / follow-ups and managing physician schedules. This role also manages simple wounds as required and shares information collected from patients with the appropriate medical team members. The Medical Office Assistant must be able to communicate and work effectively on a multidisciplinary team and have a working knowledge of medical terminology.

() offers competitive salary packages, an incredible work environment, and career advancement opportunities.

Qualified applicants should contact () at: