



**North Eastman Health Association Inc.  
Job Description**

**Receptionist/ Medical Record Clerk  
Primary Health Care**

**POSITION SUMMARY:**

The Receptionist/ Medical Record Clerk is responsible for providing general administrative and clerical support and maintenance of accurate health records consistent with policies and legislation. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide a combination of reception and clerical duties and to maintain an excellent rapport with staff, patients and the public.

**REPORTS TO:** Primary Health Care Manager

**UNION:** MGEU – Facility Support

**QUALIFICATIONS:**

**Education & Experience**

- Completion of Grade 12 or equivalent.
- Business Administration certificate from a recognized college preferred or combination of education and experience.
- Demonstrated proficiency in computer applications and in particular Microsoft Office programs.
- Recognized Medical Terminology course is essential.
- Two to three years recent related medical office experience is required.

**Knowledge, Skills & Abilities**

- Comprehensive knowledge of PHIA legislation.
- Excellent communication skills.
- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines thereby establishing priorities and completing assignments on time.
- Ability to work with minimal supervision and frequent interruptions.
- Bilingualism may be required. (Pine Falls site only).

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**POSITION DUTIES AND RESPONSIBILITIES:**

**Receptionist:**

- Provide clear and concise information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.
- Provide clerical support for staff as assigned including preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- Performs general office functions (copying and faxes).
- Provides assistance and coverage for Primary Health Care office staff as required.
- Other duties as assigned.

**Medical Records Clerk:**

- Assembly and preparation of patient charts.
- Files client charts, correspondence, records and reports and is responsible for the central filing system.
- Retrieve patient information for Physicians as authorized.
- Responsible for copying charts in accordance with PHIA.
- Assists in calculating and reporting patient statistics for month end.
- Assists in processing medical records shadow billing for the physicians.
- Process reciprocal and third party billings.
- May be responsible for ICD-9 coding and electronic billing.

Revised:

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Date

Approved by:

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Manager/ Supervisor

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Date

Approved by:

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Vice President/ CEO

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Date

Reviewed by:

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Director, Human Resources

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Date

**NOTE: Original Signed and Dated September 9, 2005**