

## **POSITION SUMMARY:**

The Receptionist/ Typist is the initial contact for the Primary Health Care Centre. The incumbent is responsible for assisting physicians and staff with secretarial and reception duties and maintenance of accurate health records consistent with policies and procedures. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide confidential secretarial functions and to maintain an excellent rapport with staff and the public. The Receptionist/ Typist is expected to function in accordance with the Association's Mission, Vision and Values, policies and procedures.

**REPORTS TO:** Primary Health Care Office Supervisor

**UNION:** MGEU – Facility Support

## **QUALIFICATIONS:**

### **Education & Experience**

- Completion of Grade 12 or equivalent.
- Completion of a recognized secretarial course or combination of education and experience.
- Knowledge of RISE or comparable electronic scheduling system
- Proficiency in Microsoft Office.
- Familiarity with medical terminology is required.
- One to two years recent related medical office experience is required.

### **Knowledge, Skills & Abilities:**

- Excellent communication skills.
- Strong organizational skills.
- 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.
- Clerical perception is necessary to proof read type written material, file correspondence and to organize daily work.
- 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.
- Ability to operate required equipment.
- Bilingualism may be required. (Pine Falls site only).

## **POSITION DUTIES AND RESPONSIBILITIES:**

- Responsible for answering the telephone, making appointments, referring calls and taking messages.

- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Assembly and preparation of client charts.
- Files client charts, correspondence, records and reports and is responsible for the central filing system.
- Retrieve client charts for Physicians/ staff as authorized.
- Responsible for copying charts in accordance with PHIA.
- Maintains updated patient database for all primary health care visits.
- 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 physicians/ staff as assigned including preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- May produce specialized reports/ documents for staff as required.
- Assists physicians by acting as chaperon when requested (including set up, preparation of client and clean up).
- Performs general office functions (copying and faxes).
- Responsible for ordering and stocking medical supplies.
- Responsible for checking physician offices/ procedure room on a daily basis and stocking supplied as required.
- Responsible for the cleaning and packaging of instruments being transported for sterilization.
- Responsible for purchasing and/ or requisitioning office supplies and stationary and ensuring adequate supplies are maintained.
- Maintains office equipment.
- 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.
- Process cash receipts.
- Responsible for recording equipment loans and repairs (crutches, canes, etc).
- Provides assistance and relief coverage for Primary Health office staff as required.
- Other duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Vice President/ CEO Date

Reviewed by: \_\_\_\_\_  
Director Human Resources Date

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