



CASUAL CALL IN CLINICAL RECEPTIONIST

JOB SUMMARY

The Clinical Receptionist will be responsible for greeting patients, answering the telephone and directing calls, performs routine clerical work, enters data and schedules patient appointments.

Qualifications and Experience

- Experience working in a medical office/ clinic/ healthcare facility
- Knowledge of billing procedures with Ministry of Health
- Preferable knowledge of Electronic Medical Records (EMR)
- Comfortable with internet applications and e-mail
- Ability to perform multiple and diverse tasks simultaneously
- Exceptional organizational skills
- Familiarity with scheduling and rearranging appointments
- Working knowledge of managed care
- Strong written and verbal communication skills

Job Description

- Greet and direct patients / visitors and answer routine enquiries.
- Answer the telephone, route calls or take messages.
- Schedule patient appointments
- Maintain and respect patient confidentiality; comply with guidelines established by the practice and privacy law
- Provide new patients appropriate paperwork for required enrollment to the Family Health Team
- Ensure all referrals are prepared and faxed/ electronically delivered to the specialist office
- Enter specialist appointment information into EMR and inform patient
- Sort incoming mail and direct to appropriate practitioner
- File patient records after scheduling appointments/ referrals etc
- Maintain knowledge of EMR and other computer software as it relates to job functions
- Perform a variety of routine typing assignments as appropriate to draft correspondence, enter data, print letters, labels, reports and other documents.
- Miscellaneous job-related duties as assigned
- Open and close clinic as required
- Schedule follow up appointments as needed
- Handle cash transactions

- Is a team player who functions well individually and with a team

Please email your resume and cover letter noting the position title in the subject line, to Denise Waddick, Executive Director, Thamesview Family Health Team, at denise.waddick@thamesviewfht.ca. We thank you for your interest but only those selected for an interview will be contacted.