

Medical Receptionist/ Medical Office Administrator

The Ingersoll Nurse Practitioner Led Clinic, in collaboration with the Oxford Ontario Health Team (OHT), is currently recruiting a Full Time (1) FTE Temporary Medical Receptionist or Medical Office Administer to provide primary care services for Oxford County residents that currently do not have access to a primary care provider.

The Medical Receptionist manages all administrative functions. They will assist the Primary Health Care Team, including Nurse Practitioners, Pharmacy and Nursing, to effectively and efficiently serve clients on a daily basis.

The position is located within the beautiful town of Tillsonburg

Duties and Responsibilities

- Provide reception functions during daytime and evening office hours according to the reception schedule, including answering phones and scheduling appointments
- Warmly receive and greet visitors and patients, accounting for their arrival in the Electronic Medical Record System
- Assess client, visitor and callers needs and direct them to the appropriate staff person or most pertinent health care provider
- Schedule client, specialist and diagnostic testing appointments according to centre policies and procedures. Ensure that the reason for appointments are clearly stated in the Electronic Medical Record System
- Ensure that all client information is updated in the EMR at each visit including Health Card numbers, telephone numbers, addresses and all other pertinent demographics
- Provide clients with enrollment forms
- Explain the Clinical Team to clients and book new client interviews
- Monitor patient flow
- Prepare, maintain, update, retrieve, track and file charts manually (as needed) and electronically
- Prepare referral and consultation letters as directed
- Revise providers' schedules
- Maintain inventory of necessary forms and supplies
- Schedule rooms and resources bookings and ensure set up of rooms

- Maintain files, petty cash and inventory of office supplies
- Initiate crisis response procedures when necessary
- Ensure regularly, throughout the day, that the waiting room is neat and orderly
- Sort the daily mail to be distributed accordingly
- Foster an enthusiastic team spirit through nurturing positive relationships among staff
- Perform reception, clerical and administrative support duties as per policies and procedures
- Other duties as may be assigned.

Qualifications

- College Diploma in Medical Administration
- 3 years experience in a health care setting performing similar duties
- Proficiency in typing and word processing, data input, voice mail
- Experience using PS Suite EMR system (mandatory)
- Experience in dealing with the public in a mature and helpful manner
- Enthusiasm to serve a diverse community
- Ability to be flexible and adaptable
- Excellent communication skills
- Additional courses in computer and administrative skills an asset
- Ontario Secondary School Diploma

Salary

\$ 42, 519 annually (per Ministry of Health funding Guidelines)

This posting will be open until February 28, 2025. Interested candidates are to email their resume and cover letter to Stephanie Nevins, Executive Director at snevins@ingersollnplc.ca.