



Job title: Medical Receptionist
Location: Varying clinic locations
Reports to: Manager, Harm Reduction & Outreach
Hourly Rate: \$17.50 to \$22.00 + 6% in lieu of vacation
Status: Part time, temporary
Hours of Work: Monday, Tuesday, Wednesday, & Thursday (1:00 p.m. - 4:30 p.m.) - 14 hours/week

Summary

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the homeless and marginalized communities across Niagara in collaboration with our partners. We are committed to removing barriers to care by providing accessible and equitable care.

Reporting to the Executive Director, the incumbent is the first point of contact with clients, the community and prospective clients. The Medical Receptionist works in collaboration with the team, facilitating logistical support for client scheduling as well supporting any additional clerical tasks to support client care while contributing to a comprehensive client chart in the Electronic Medical Record (i.e. faxing, scanning, and client reminders).

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Support the administration of REACH's clinical team utilizing Telus PS Suites Electronic Medical Records.
- Responsible for all client scheduling.
- Monitor faxes and task inbox and perform any action required in a timely manner.
- Identify areas for improvement for clinical workflows.
- Responsible for building and maintaining scheduling templates in the EMR.
- Set up critical EMR items for clinicians.
- Support the organization in collection of consent(s) with varying parties and for various purposes and request to release information following privacy legislation.
- Manage and operate the telephone system.
- Open, maintain and update client's medical record in the Electronic Medical Records while following standard medical reception EMR workflows. This includes scanning of documents.

Overall:

- Contribute and support implementation of REACH's strategic plan and priorities.
- Promote a culture of collaboration and respect across all disciplines and functions.
- Participation in team and organizational meetings (where required).
- Maintain health and safety standards as per the Occupational Health and Safety Act.
- Maintain privacy requirements as per the Personal Health Information Protection Act (PHIPA).
- Represent the mission, vision, and values of REACH.

Qualifications

Education and/or Work Experience Requirements:

- Completion of two year diploma in administration or medical office assistant or equivalency in relevant experience.
- Minimum of three years' of experience in the medical receptionist field is considered an asset.
- Minimum of three years' of experience with Electronic Medical Records, Telus PS Suites is preferred.

Knowledge, Skills and Abilities:

- Extremely skilled in time management and prioritization of tasks
- Knowledgeable of confidentiality and privacy practices specifically the Personal Health Information Protection Act
- Highly proficient in the use of Microsoft Office or Google products
- Superior communication skills with clients, clinicians, and partners in a respectful and professional manner
- High attention to detail
- Ability to work independently
- Ability to problem solve
- Highly dependable

Physical Requirements

- Periods of sitting and standing
- Some expectation of dissatisfied community members

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- At point of hire, provide proof of education, satisfactory Police Clearance Certificate, and routine immunizations as per REACH's Immunization Policy.

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: