

## Reception/Medical Office Assistant (MOA)

### Full-Time (1.0 FTE - 37.5 hours/week)

Reporting to the Clinical Supervisor or designate, the MOA supports the delivery of Primary Care Services in the interdisciplinary clinic setting. The MOA uses clerical processes as a member of, and in collaboration with, the multidisciplinary team, delivering consistent quality care to meet the patient/client's needs.

The MOA accepts responsibility for continuing competency through ongoing professional development including participation in education programs, research, and quality activities. The MOA adheres to professional clerical standards, and Primary Care Network Edmonton (EOPCN) policies and procedures. The MOA practices in a setting where patient care needs are well defined and established, and where changes in health condition of the patient may be unpredictable.

### RESPONSIBILITIES/DUTIES

The position is also responsible for:

- Answering incoming phone calls
- Incoming/outgoing mail
- Recording/checking in patients arriving for appointments
- Maintaining ongoing tracking and appropriate documentation on referrals
- Rebooking patient appointments
- Autoclave tools
- Maintaining incoming fax folders
- Ensuring stock of patient washrooms
- Receiving stock/supplies
- Charting relevant data into the electronic medical record (EMR) e.g., record faxes sent, etc.
- Recording complete and accurate relevant data for every patient/client in a retrievable form according to EOPCN policies
- Recording and document all pertinent, updated information in the EMR
- Participating in programs to develop and maintain competency and promote professional growth

### QUALIFICATIONS

Please note that all candidates for this position must have:

- Graduate of an approved Medical Office Assistant program
- High school diploma
- Preference given to those with Accuro EMR experience
- Medical terminology
- Knowledge of proficient computer skills
- Experience using electronic medical records
- A minimum of one-year experience in a medical office setting is required
- Demonstrated communication, interpersonal skills, and team player skills are required
- Ability to foster and maintain relationships with a wide variety of stakeholders and responsibility levels
- A Criminal Record/Police Information Check with Vulnerable Sector check.

## APPLY TODAY

The EOPCN offers a competitive compensation package with comprehensive benefits, opportunities for continuing education and career growth, and an outstanding work environment.

Please submit your resume and cover letter **specifying your clinic and EMR experience** by email to: [jointheteam@eopcn.ca](mailto:jointheteam@eopcn.ca) (Attn: Terri)

**POSTING EFFECTIVE** until suitable candidate is found.

We thank all candidates in advance for their applications, however, only those being selected for an interview will be contacted.