



Reception MOA/ Scheduling Coordinator - Float

Full Time - Temporary 1-year position 1.0 FTE (37.5 hours/week)

Reporting to the Program Supervisor or designate, the Reception MOA/Scheduling Coordinator - Float supports the delivery of Primary Care programming for EOPCN's centralized clinical services. The Reception MOA/Scheduling Coordinator - Float uses strong customer service skills and clerical processes as a member of the clinical support team, in the delivery of excellent quality care to meet the needs of the patient/client.

KEY RESPONSIBILITIES & DUTIES:

The position is also responsible for:

- Answering incoming phone calls
- Processing incoming/outgoing mail to the right department
- Recording/checking in patients arriving for appointments
- Maintaining ongoing tracking and appropriate documentation on referrals
- Booking patient appointments
- Sterilization of equipment
- Maintaining incoming fax folders
- Inventory and receiving for clinic equipment and supplies
- Reviewing referral requests and following established pathways for referral processing.
- Supporting clinicians in ensuring patients receive materials required for classes and workshops
- Communicates with specialists, primary care physicians and multidisciplinary team members on status of appointments.
- Performing reception duties for patient appointments such as updating patient demographics in the electronic medical record
- Answers phone calls and questions about how to access EOPCN programs and services.
- Adheres to workplace health and safety policies and procedures.
- Maintains privacy and confidentiality of patient demographics and health information according to legislation (Health Information Act) and EOPCN policies.
- Attends clinical team meetings.
- Provides regular updates to clinical leadership and health care providers on wait times, demand for in-person and evening appointments and appointment capacity.
- Participates in quality improvement activities.
- Participates in the orientation of new employees.

QUALIFICATIONS:

Please note that all candidates for this position must have:

- Graduate of an approved Medical Office Assistant program.

- Basic medical terminology.
- Telephone etiquette and customer service skills.
- Strong communication skills both verbal and written.
- Detail-oriented and quality-focused.
- Proficiency in Microsoft Office and other computer applications.
- Highly organized with the ability to prioritize.
- Electronic Medical Record experience, with a preference for knowledge of Accuro.
- A minimum of one-year scheduling/reception experience in a medical office setting is required.
- CPR is an asset.
- Customer Service Skills training is an asset.
- Nonviolent Crisis Intervention Training is an asset.
- Successful applicants will require a clear 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 by email to: 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.