Position: Clinical Administrator (Medical Office Assistant - MOA)

Employment type: Full-time (1.0 FTE, 40 hours per week)
Temporary contract to March 31, 2020

Location: EWPCN Central Office
Suite 124, Meadowlark Health and Shopping Centre

Job Posting ID: ADM-0207

Objective: Clinical Administrators are the face of the organization and are often the first and last person that our patients are in contact with. As ambassadors for the EWPCN, the Clinical Administrators have a direct impact on the patient experience by creating a welcoming and respectful environment for everyone they are in contact with.

ABOUT THE EDMONTON WEST PRIMARY CARE NETWORK:
With a mission to support family physicians in improving primary care through relationships, collaboration and innovation, Edmonton West Primary Care Network is a group of family doctors who work with other health professionals to coordinate the comprehensive delivery of primary care services for their patients. Our team of health professionals include Nurses, Dieticians, Pharmacists, Behavioural Health Consultants, Social Workers and Exercise Specialists who collaborate to provide comprehensive primary care services for the community.

Qualifications

- Post-secondary education in a related field, i.e. diploma in Medical Office Assistant or Business Administration.
- A minimum of one (1) year of experience in a healthcare or medical office setting is preferred.
- Computer skills (Microsoft Office 365, Word, Outlook, Excel), Electronic Medical Records (EMR)
- Patient-centered, respectful demeanor with effective written and oral communication skills
- Open availability to work a varying schedule to ensure there is always adequate coverage. Operational hours include Saturday mornings and weekdays between the hours of 8:00am to 9:00pm.

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Primary Duties and Responsibilities

Administration:
- Minor correspondence: answer incoming phone calls, check voicemail and faxes, distribute mail
- Prepare no show letters and send them to the referring clinic
- Coordinate the clinical exam room schedule and prepare the schedule
- Review cleaning communication binder
- Monitor inventory of office and clinical supplies
  Accurate data entry

Operations:
- Managing patient appointments at the central office, including scheduling and check-ins (including workshop registrations)
- Accurately logging information within the patient’s electronic medical record
- Direct patient and physician inquiries (i.e. phone calls, e-mails, faxes) to the correct resource
- Professional and respectful correspondence

Privacy:
- Uphold strict confidentiality regarding patient records and information
- Consistently applying best practices as outlined in the Provincial Registration Standards and Practices Manual to
  - Collect and record accurate patient demographic information and verify patient eligibility for healthcare coverage
  - Adhering to patient privacy guidelines in the Health Information Act and and Protection of Privacy Act (FOIP), strictly uphold confidentiality at all times

Communication:
- Work collaboratively in a highly dynamic team environment
- Adapt and respond to changing priorities and deadlines
- Build relationships with patients, team members and physicians (if applicable)

Other:
- Follow Health & Safety guidelines and report related concerns in a timely manner as appropriate

Applications

The Clinical Administrator position will remain open until filled, so we invite you to submit your application as soon as possible.

To apply, please send your resume and cover letter to Megan Maltman, Human Resources Coordinator at human.resources@ewpcn.com

Thank you for applying to the Edmonton West Primary Care Network!

Providing the best primary care to our community.