



## UNION JOB DESCRIPTION

**JD4432**

<b>JOB TITLE:</b>	Medical Office Assistant/Clerk	<b>JOB DESCRIPTION NO.:</b>	4432
<b>CLASSIFICATION:</b>	Health Unit Aide; Administrative Support 3; Financial Clerk 1	<b>GRID/PAY LEVEL:</b>	C08; C05; C02
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	83000; 80103; 80760
<b>UNION:</b>	BCGEU	<b>JOB/CLASS CODE:</b>	83000B
<b>PROGRAM/DEPARTMENT:</b>	Child, Youth & Family; Primary Health Care, Chronic Disease Management (PHC, CDM); Mental Health Substance Use (MHSU)	<b>BENCHMARKS (If Applicable):</b>	83000; 80103; 80760
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	VIHA South Island Health Services Delivery Area; VIHA Central Island Health Services Delivery Area		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager or designate, and working as part of an integrated administrative team, the Medical Office Assistant/Clerk performs a variety of clerical and medical office assistant duties including, word processing, scheduling, provider billing, data entry, composing and signing correspondence, typing medical and legal reports and documents from notes and/or recording devices. Answers general inquiries related to programs and services from clients, physicians, staff and the public. Assists primary care providers with the smooth operation and flow for patient visits and care.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides physician or nurse practitioner support:

- registers patients by obtaining personal information such as verification of medical coverage, and personal details such as legal name, address, date of birth, Personal Health Number, next of kin, employer and other required information.
- checks patient registry for previous admission, assigns numbers, sets up and files charts; pulls and assembles charts, files loose forms and reports in patient files; updates patient history records on computer.
- schedules patient appointments for a wide variety of routine and specialized diagnostic procedures or treatments.
- performs assigned word processing of correspondence, chart notes, reports and medical billings using the clinical information system, from written drafts or dictation equipment; transcribes medical dictation such as histories, consultations and provider's reports from dictaphone.
- maintains medication lists, completes forms and medical summary entries from provider reports.

- maintains records for chronic disease management patients including data entry such as the CDM flowsheets and accessing databases.
- telephones or transmits test results and medical information to patients, physicians and others according to established procedures; telephones hospital to schedule investigative procedures or to arrange specialist appointments for patients.
- generates provider day sheets, pulls and organizes patient charts and prepares examination rooms at the beginning and end of each day.
- prepares patients for provider visit by greeting patients, escorting to examination/treatment room and ensuring appropriate instruments, procedure trays or other supplies are set up for the physician/nurse practitioner.
- maintains examination and treatment rooms utilizing principles of aseptic technique and infection control and ensuring rooms are adequately stocked according to accepted procedures.
- under the direction of a provider, conducts routine measurements such as blood pressure, temperature, weight, BMI calculation, eye exams, urinalysis, and other tasks, as directed.
- attends sensitive examination procedures and treatments in circumstances that are advised by the Canadian Medical Protective Association (CMPA).

## 2. Provides administrative support:

- processes financial information for accounts receivable by performing such duties as provider billing, self-pay patients, Out of Province, WCB, and similar sundry accounts; posts billing information for patient and medical agency accounts by transferring information into appropriate records.
- composes and signs general correspondence such as appointment confirmations, payment reminders, information requests, and drafts correspondence for review and signature; copies and distributes as required.
- performs data entry and word processing on spreadsheet, graphic and database applications.
- compiles and enters statistical information into computer databases.
- records, transcribes, types, drafts, creates, updates all forms of correspondence including: manuals, posters, pamphlets, memos, reports, letters, schedules, forms, meeting minutes from handwritten notes, dictating equipment, or previously typed documentation which may contain medical terminology, copies and distributes as required.
- provides administrative support to specific program areas and the Coordinator, as required.

## 3. Provides reception support:

- answers telephone, takes messages, transfers calls to various departments, booking appointments, answering general inquiries related to programs and policies, and directing patients and visitors.
- provides appointment reminders and updates appointment schedules.
- provides clients, public, physicians, hospitals or other health-related agencies program and policy information, either through publications/forms or verbally.
- confirms and enters patient arrivals for outpatient services using program specific process.
- processes all outgoing mail, receives, stamps and sorts incoming mail and parcels.

## 4. According to financial procedures:

- collects and receipts revenue.
- processes financial information such as accounts receivable and payables.
- reconciles and prepares monthly VISA statements.
- maintains revenue journal including recording, checking and balancing transactions.
- deposits revenue.

- initiates refunds.
  - manages petty cash including monthly reconciliation and ensuring adequate financial controls.
  - forwards information to appropriate IHA department for processing.
5. Maintains inventory levels, according to regional policy/procedures
- orders, receives, stocks, and records office supplies/equipment inventory.
  - completes and places purchase orders using paper-based and online systems.
  - ensures proper signing authority, cost centre coding and other information on purchase orders.
  - ensures receipt of supplies, checks invoices against orders.
  - orders forms, updates current forms and informs all staff in the Health Centre of changes when necessary.
6. Performs record keeping duties:
- maintains confidential filing systems for various programs.
  - transfers records, requests records from throughout the Province, purges and sends files for off-site storage, according to Provincial guidelines/standards and regional policy.
  - maintains information/materials: reviews, catalogues and replenishes as required.
  - maintains bring forward systems.
7. Operates electronic equipment such as photocopiers, faxes, printers, labelers, etc. Responsible for
- maintenance such as toner replacement and minor problems as described in the owner's manual. Logs
  - equipment problems and communicates problems with maintenance contractor.
8. Connects peripheral computer equipment, orients staff to computer environment and provides basic instruction and guidance on related software to physicians and program staff, when needed.
9. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12 education and graduation from a Medical Office Assistant course, plus two years recent related experience in a health care setting; or an equivalent combination of education, training, and experience.

Experience working with at-risk or street-involved populations preferred.

### **Skills And Abilities**

- Demonstrated ability to work effectively with others in fast-paced health centre environment.
- Ability to organize and prioritize multiple tasks and work roles.
- Ability to work as an effective member of an integrated administrative team.
- Ability to communicate effectively using all communication vehicles.
- Ability to type a minimum 50 wpm.
- Demonstrated proficiency in computer word processing, spreadsheet applications and specialized clinical information systems.
- Demonstrated ability to utilize and understand Medical Terminology.
- Ability to operate related equipment.

- Physical ability to perform the duties of the position.
- Ability to follow detailed instruction.
- Ability to use a high degree of tact and diplomacy in working with others.