

<b>Position:</b> Medical Office Assistant – Full-time (40 hours per week)	<b>Reports to:</b> Clinical Team Lead
<b>Current Incumbent:</b> New Position	<b>Date:</b> December, 2012
<p><b><u>General Accountability:</u></b></p> <p>As an integral member of a multidisciplinary team, the Medical Office Assistant (MOA) provides support to patients, physicians, nurse practitioners, and allied health professionals.</p> <p><b><u>Key Responsibilities:</u></b></p> <p><b>Key Responsibilities &amp; Functions</b></p> <ol style="list-style-type: none"> <li>a. Provide telephone and in-person receptionist duties for the health clinic including; <ul style="list-style-type: none"> <li>• Greet and welcome patients, guests and business representatives; determine their needs and put them in contact with appropriate staff.</li> <li>• Receive incoming calls and answer routine inquiries; screen and/or transfer calls to the appropriate member of the team.</li> <li>• Facilitate the tracking and monitoring of the location of all staff.</li> <li>• Take messages, or forward to voice mail, for all staff.</li> <li>• Monitor and manage the general tidiness of the waiting room</li> <li>• Attend to patient behaviors in the waiting room by listening, supporting, validating and in the case of disruptive behaviors employing de-escalating techniques. If necessary, contacting Clinical Team Lead or other appropriate staff member for assistance.</li> </ul> </li> <li>b. Provide and manage clinic intake and bookings including: <ul style="list-style-type: none"> <li>• Provide intake services to new clients, by determining their need or directing them to the appropriate clinician.</li> <li>• Build positive relationships with individual clients, in support of good health outcomes.</li> <li>• Provide assistance with client intake documentation.</li> <li>• Direct and schedule client appointments with an appropriate member of the health care team including recall and/or follow up.</li> <li>• Answer routine inquiries of visiting clients, including assisting clients to access the services of other agencies.</li> <li>• Manage electronic patient files.</li> <li>• Provide other services to clients as directed by clinicians.</li> </ul> </li> <li>c. Provide medical support as requested, including: <ul style="list-style-type: none"> <li>• Schedule and coordinate testing such as ultrasound, specialist, and/or liase with the pharmacy.</li> <li>• Assist with urine testing through request of samples, testing using a dipstick and arranging for pick-up by the lab.</li> <li>• Take vital signs such as blood pressure.</li> </ul> </li> <li>d. Provide clerical support services for all members of the Health Care Team <ul style="list-style-type: none"> <li>• Facilitate smooth operation of reception and related areas of office.</li> <li>• Provide administrative support to Health Care Team, including: reports, letters, and notices, scanning.</li> <li>• File patient history/treatment records in a manner that allows for easy location and fast retrieval. Archive files.</li> <li>• Enters patient data into MOIS.</li> <li>• When requested, accurately type recorded minutes of various meetings</li> <li>• Pick-up and sort mail.</li> <li>• Perform other related duties as required</li> </ul> </li> </ol>	

- e. Manage medical supplies in the clinic, including;
  - Inventory control and ordering of consumable medical supplies
  - Stocking of rooms
  - Sterilizing equipment
- f. Manage office supplies for the medical clinic including;
  - Manage an inventory control system, including ordering and shelving supplies.
- g. Provide input regarding program administration procedures that affect the delivery of health services.

### **Leadership**

- a. Take leadership for supporting the provision of effective primary health care by supporting patients/clients, colleagues, visitors and community partners to access the information and services they need, in a way that consistently adheres to and honors the values of the Blue Pine Clinic.
- b. Pro-actively identify barriers to providing quality service and to gathering and providing needed information and identifies possible solutions.
- c. Develop preliminary suggestions or recommendations for moving forward, that anticipate the potential impact on Blue Pine Clinic resources such as staff and funds, and shares these with others in appropriate venues.

### **Strategic and Operational Planning**

- a. Participate in team strategic planning.
- b. Contribute to the identification of strategic goals in relation to undertaking effective administration, especially as it relates to the provision of the best primary health care possible.

### **Quality Improvement (QI) and Evaluation**

- a. Provide input to QI initiatives.
- b. Collaborate with the Primary Health Care Team in identifying and prioritizing periodic quality improvement evaluation activity.
- c. Contribute to the implementation and monitoring of QI and evaluation initiatives that relate to the Medical Office Assistant functions, as well as to the overall Clinic Administration.
- d. Contribute to the interpretation of data and the development of QI strategies in order to continually improve the primary health care services of the Blue Pine Clinic.

### **Community Development (CD)**

- a. Participate in targeted community development activity in ways that support the day-to-day activities/ functions of the Blue Pine Clinic.
- b. Support community development activity by fostering the collaborative, patient-centred nature of the Blue Pine Clinic operations.
- d. Represent the core values of the Blue Pine Clinic in interactions with the community.

### **Program Administration**

- a. Participate in periodic operational planning activities.

- b. Contribute to the implementation of actions plans set up to support the achievement the Blue Pine Clinic goals; contribute to the monitoring of implemented activities, and share accountability for ensuring action items are completed.
- c. Participate in staff meetings; collaboratively explore and identify action plans to address issues and/or foster positive clinic developments; commit to taking specific actions, report back to the team on actions taken and notes what else is needed.
- d. Work collectively and collaboratively with the team to troubleshoot barriers to implementing the operational plan and other action plans.

**Financial/Facilities Planning and Management**

- a. Contribute to effective financial planning and management by following established Blue Pine Clinic financial policies and procedures.
- b. Pro-actively identify and report to the Clinical Team Lead any equipment issues interfere with the efficient completion of day-to-day work.
- c. Assist in ensuring a sanitary clinic environment through regular disinfection of surfaces (cavi wiping)

**Human Resources Planning and Management**

- a. Undertake continuous learning activities
- b. With the support of the Clinical Team Lead, undertake self-evaluation to identify and address personal training and learning needs.
- c. Manage personal leave by:
  - Being accountable when requesting leave i.e. collaborate with immediate co-workers to schedule holidays and other absences in ways that have the least impact on clients, other colleagues and the community.
  - Tracking personal leave usage, requesting un-paid leave when paid leave has been fully utilized.
- d. Provide input to the team regarding the HR needs and capacity of the front-end to successfully complete day-to-day work, to implement the operational plan, and to contribute to the achievement of the Blue Pine Clinic strategic objectives.

**Additional Duties**

- a. Performs other related duties as assigned.

<b>Executive Director’s signature:</b>	<b>Date:</b>
<b>Incumbent’s Signature:</b>	<b>Date:</b>

## MEDICAL OFFICE ASSISTANT

### Core Competencies:

- **Professionalism** – Is able to demonstrate commitment to ethical and professional conduct; takes personal responsibility for actions, demonstrates integrity, is self-aware and is dedicated to continuous learning.
- **Initiative** – Is able to actively influence events rather than passively accepting; ability to be a self-starter and to act without prompting; generates ideas to recommend change or improvement; embraces a challenge.
- **Communication skills** – Is able to express ideas, thoughts and information clearly, orally or in writing, selects and uses appropriate communication methods; exhibits good listening and comprehension; keeps others adequately informed; uses accepted language, grammar and style.
- **Interpersonal skills** – Is able to build effective working relationships with internal and external stakeholders; respects and values all individuals for their unique abilities and contributions; responds quickly, accurately, professionally and with good judgment to inquiries (written, phone or in-person).
- **Teamwork** – Is able to work collaboratively with others demonstrating commitment to achieve common goals; approaches issues and problems through teamwork and collaborative efforts; is committed to team decisions; relates to people in an open, friendly, accepting manner; develops working relationships with people of diverse levels, backgrounds and styles.
- **Organizational and Time Management** – Is able to establish priorities and organize and prioritize multiple tasks while adapting to changing circumstances and meeting deadlines in a fast paced environment with frequent/continuous interruptions; uses his/her time effectively and efficiently.
- **Attention to Detail and High Level of Accuracy** – Is able to accomplish tasks through concern for all areas involved, no matter how small. Shows concern for all aspects of the job. Accurately checks for processes and tasks and follows up in a timely manner with appropriate persons.
- **Analytical and Problem Solving** – Is able to identify and analyze issues, problems and opportunities; determines course of action; develops appropriate solutions; distinguishes between relevant and irrelevant information to make logical decisions.
- **Creativity** – Is able to create new ideas or approaches to work related issues or assignments; ability to think “out of the box” and not be afraid to try new things.
- **Handling Pressure** – Is able to prioritize responsibilities in order to have a clear idea of what needs to be done and meet committed deadlines; ability to recognize and work through stressful occasions, have stress-reducing techniques to cope with work pressures and stressful situations.
- **Business Writing** – Is proficient in written communication. All office communications are free of grammatical, spelling and formatting errors, e.g. e-mail, memos, minutes and newsletters.
- **Tact and Diplomacy** – Is able to exercise discretion, tact and diplomacy in dealing with highly sensitive and confidential matters.
- **Computer and Office Technology Literacy** – Is proficient in Microsoft Office suite including, Word, Excel, Outlook, PowerPoint, Publisher and Access; ability to utilize office equipment and other relevant technology (software and programs) to meet work needs.

## **Functional Competencies (Values, Knowledge, Skills & Abilities):**

- **Attitude and values**
  - Commitment to patient centered care
  - Commitment to working collaboratively within a team based environment
- **Knowledge**
  - Knowledge of medical terminology
  - Knowledge of Electronic Medical Record Systems (i.e., MOIS) is an asset
- **Skills**
  - Computer skills including familiarity with MS Office Suite
  - Good communication skills
  - Problem-solving skills
  - Resourcefulness skills
  - Relationship-building skills
  - Well-organized and efficient filing skills
- **Abilities**
  - Ability to work effectively in a fast paced environment
  - Ability to accurately type 50 wpm
  - Ability to use typical office equipment including fax machines, telephone switchboards and computers