

Administrative Assistant – Patient Services (Reception)
3 Full-Time positions available

As a member of the **Sunset Country Family Health Team (SCFHT)**, This position is integral to the efficient day-to-day operations of the Sunset Country Family Health Team (SCFHT) across its four locations, encompassing both administrative and reception duties. This position's responsibilities include greeting patients, managing incoming referrals, scheduling appointments, and maintaining records in the Electronic Medical Records (EMR) system. While team members are typically dedicated to reception duties, they may occasionally be required to cover the call center staff absences. This flexibility is key to ensuring seamless clinic operations and uninterrupted patient care.

Patient Scheduling and Referrals:

- Answer incoming calls promptly and courteously.
- Utilize the booking methodology to schedule patients with the most suitable healthcare provider.
- Respond to inquiries regarding SCFHT programs and policies
- Conduct reminder calls for upcoming appointments as needed. Follow up with patients who miss scheduled appointments per established protocols.
- Monitor and review Online Appointment Bookings (OAB) for accuracy and appropriateness
- Process all incoming program referrals and ensure accurate documentation.
- Facilitate patient flow by notifying the providers of the patient's arrival, being aware of delays, and communicating with patients and providers
- Register patients according to established protocols, ensuring patient information is accurate and consistent
- Advise patients of relevant charges for appointments and process payment in accordance with company policy.

Stock Management:

- Stock examination rooms and monitor stock levels. Unpack and put away supply orders.

Medical Records

- Process medical records that have been received via mail; scan documents to the medical records promptly.

Confidentiality and Privacy:

- Uphold a high standard of confidentiality, demonstrate discretion, and adhere to the Personal Health Information Protection Act (PHIPA) and all applicable privacy regulations

Other administrative duties will include but are not limited to:

- Consistently perform day-to-day administrative functions and general office duties, including but not limited to word processing, copying, filing, and faxing.

The successful applicant will have the following qualifications/experience:

- High school diploma
- Proficient in Microsoft Office Suite (Excel, Word, Outlook, etc.).
- Excellent verbal and written communication skills. Strong organizational skills and attention to detail.
- Demonstrate excellence in customer/patient service
- The following are not required but would be considered an asset: Medical Terminology and experience using Electronic Medical Records (EMR) software, Prior office experience.

Benefits and Work Schedule: We offer a competitive compensation package, including:

- Annual Salary \$52,568
- Full-time equivalence is 1,664 hours per year (32 hours per week)
- Group Benefits & HOOPP pension
- Starting at 20 vacation days per year; 3 personal days per year

Those interested in this exciting and challenging career with the **SCFHT** are invited to forward a cover letter with a detailed resume including references by email to:

The deadline for applications is **February 17, 2025, at 9 am CST**

Hiring Committee at sevenden@scfht.ca

We thank all applicants for their interest. However, only those candidates being granted an interview will be contacted.