Sunset Country Family Health Team (SCFHT)

Administrative Assistant – Patient Services (Call Center)

Full-Time Permanent

As a member of the **SCFHT,** this position is integral to the efficient day-to-day operations of the Sunset Country Family Health Team (SCFHT), scheduling patient appointments across its four locations. This role focuses on triaging patient health concerns, scheduling appointments with the most appropriate provider, and providing information about clinic programs and services. While team members are typically dedicated to call center duties, they may occasionally be required to cover reception. This flexibility is key to ensuring seamless clinic operations and uninterrupted patient care.

Patient Communication:

- Answer incoming calls promptly and courteously.
- Utilize the booking methodology to schedule patients with the most suitable healthcare provider.
- Liaise between providers and patients to manage care needs, ensuring efficient communication and task resolution without the need for additional appointments when possible.
- Monitor and review Online Appointment Bookings (OAB) for accuracy and appropriateness.
- Respond to inquiries regarding SCFHT programs and policies.
- Advise patients of relevant charges for appointments, when applicable.
- Process incoming program referrals and ensure accurate documentation.
- Reschedule appointments as required.

Critical Thinking and Triaging:

- Apply critical thinking skills to assess and triage patient concerns effectively.
- Ensure that complex cases are directed to the appropriate provider promptly.
- Adapt to varying patient needs and use discretion to determine the best course of action.

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.
- Maintain a clean and organized workspace.
- Attend all scheduled staff meetings and training sessions.

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.

Compensation and Benefits:

- Annual Salary: $55,067
- Full-time is 1,664 hours per year (32 hours per week)
- HOOPP Pension Plan and Group benefits (health, dental, STD/LTD)
- 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.

Deadline for Application: Open Until Filled

Email: HR@scfht.ca

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