

# *The Clarence-Rockland Family Health Team is seeking a post-secondary student*

Have you ever considered working in a spacious and welcoming primary care clinic just outside Ottawa? A clinic that is located in a lovely community where you will be able to use all your skills as part of a dynamic and supportive interdisciplinary team?

The **Clarence Rockland Family Health Team**, located on the river in a semi-rural community about 25 minutes east of Ottawa, is looking for **medical secretaries** to join its group. Our spacious and welcoming clinic is filled with natural light and was custom built to meet the needs of a rural practice with 30 exam rooms and 2 procedure rooms. We have a strong focus on workflow and efficiency ensuring we operate as an integrated team where everyone works together to provide comprehensive, accessible and coordinated primary health care to the residents of Clarence-Rockland.

We are looking for 2 post-secondary students for a part time position of Medical Secretary (approximately 15hrs/week) for evening and weekend shifts. Applicant must be bilingual in both French and English.

If you are an enthusiastic, energetic and motivated person looking to take on this challenge, please send your application **no later than March 13th 2024** to [hr2@crfht.ca](mailto:hr2@crfht.ca) or via fax at 613-446-5737.

**\*\* Only the candidates selected for an interview will be contacted. \*\***

The medical secretary performs a variety of secretarial and administrative tasks.

## **KEY RESPONSIBILITIES:**

- Welcoming patients
- Ensuring that patient demographics and the Electronic Medical Record (EMR) are up to date
- Invoicing patients (cryotherapy, sick note, etc.), insurance companies or the Ministry of Health (MOH)
- Scheduling, confirming or canceling appointments online or over the phone
- Receiving and transmitting messages to staff, physicians, or patients
- Answering and managing calls from other healthcare professionals
- Sorting and distributing mail and incoming faxes, and faxing documents
- Taking the height, weight and blood pressure of patients and placing them in examination rooms
- Cleaning rooms between appointments and also in the case of contamination
- Testing and interpreting urine samples
- Managing referrals to specialist offices and communicating information to patients
- Changing physician schedules in case of absence

## **SKILLS AND EXPERIENCE REQUIRED:**

- Excellent oral and written communication skills in both official languages
- Strong interpersonal skills
- Experience in customer service
- Strong problem-solving skills
- Flexibility, ability to learn multiple positions
- Organizational skills
- Good sense of judgement and autonomy
- Sense of responsibility and discretion (confidentiality)
- Knowledge of computers (Microsoft Office)
- Able to work in the evening and on weekends when necessary

## **ASSETS:**

- Office software - Practice Solution

## **JOB TYPE:**

- Contract