

Position Summary

Position Title: Medical Secretary

Reports to: Program Manager

Revision Date: February 2010

Summary:

The Medical Secretary provides secretarial and administrative support for the CHC by greeting, booking client appointments/tests, and effective chart management.

The position has a strong emphasis on health promotion and disease prevention, and works within a determinants of health framework. These duties are accomplished as part of an interdisciplinary team of professionals whose objective is to provide primary health care and follow-up for clients.

Key Objectives:

1. Provide welcoming, supportive environment acting in a courteous and professional manner. Respecting and valuing the diversity of individuals and the community.
2. Preserve, maintain and respect confidentiality of client and staff information.
3. Schedule and confirm medical appointments, including referrals, and receive and communicate messages for medical staff, clients and patients.
4. Maintain document management and distribution systems and maintain inventory of forms and supplies.
5. Prepare, key in, edit, proofread and monitor medical records, reports, articles, case histories and correspondence from machine dictation, shorthand and handwritten notes using computers. Accurately label documentation such as charts, billing sheets, requisitions, referrals, and test results.
6. Offer enrollment to clients, complete appropriate documentation,
7. Monitor waiting room activity, while optimizing treatment room utilization,

8. Support infection control procedures , such as screening clients, pandemic planning initiatives,
 9. Ensure requests for documentation are processed in accordance with privacy legislation,
 10. Collect and organize data for research and reporting purposes,
 11. Answer and direct telephone calls,
 12. Contribute to activities related to selection, orientation and training of staff, volunteers and student placements,
 13. Develop and maintain strong ties to other professionals and community members,
 14. Provide input for development of strategic plans as required and attend and participate in staff meetings and special projects or other duties as assigned,
 15. Meet organizational standards pertaining to quantity and quality of work performed. Comply with applicable policies, regulations and legislation identifying any areas of non compliance,
 16. Promote the mission, vision, values and philosophy of care developed by GSCCHC,
 17. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
-

Qualifications:

Education

- Secondary school Diploma or equivalent GED Certificate.
- Medical Secretary Certificate or equivalent combination of education and relevant work experience.
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCI).

Experience

- 2 to 4 years of related experience in a community based health care setting.
-

Skills and Abilities

- Awareness of and sensitivity to the health issues of the community.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to the disenfranchised and primary populations.
- Ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.
- Working knowledge of medical terminology. Proficiency in proof reading, typing and use of various computer software applications including MS Office Suite of programs.
- Ability to deal with disruptive behaviour and crises management.
- Ability to communicate effectively in English both verbally and in writing.
- Ability to problem solving and apply sound judgment.
- Proficiency in the use of computer software/electronic medical records such as Purkinje.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).

Working Conditions

The duties of this position are performed primarily in a health care setting, and occasionally in an office setting. This includes work in clinic environment as part of a team coordinating care for a population of patients.

Must be able to work varying work schedules, and in multiple work locations.

Employee Signature: _____	Date: _____
Vacant	
Supervisor Signature: _____	Date: _____