



Job Description

Position: Medical Office Assistant (MOA), Medical Clinic
Experience/Specialty: Primary healthcare environment. Complex patients, including youth, chronic disease, frail elderly, mental health and addictions supports.
Wage Range: \$22.00-\$25.00

Established in 1969, REACH is a non-profit, community-governed organization with a history of primary care innovation. REACH is dedicated to providing high quality integrated health care in East Vancouver to families and individuals of all ages. We focus on clients with complex social, mental or physical needs and offer a widely respected interdisciplinary approach to care within our medical, dental, pharmacy, multi-cultural family centre and UPCC. We are committed to providing inclusive, accessible and sustainable programs and services to support the physical and mental health and well-being of our community and individuals within it.

Position Summary

Reporting to the Operations Manager, the MOA contributes to all aspects of clinic operations and patient care, providing detailed and pro-active administrative and clinical support to patients and colleagues in a team-based environment. Working to full scope, the MOA is committed to supporting the provision of longitudinal primary care to patients with complex health and social needs, and approaches this task with empathy and cultural humility. The clinic is open extended hours and the post-holder may be required, in cooperation with other MOAs, to work on weekends and evenings, and in rare instances, provide short notice cover for sickness absence.

Responsibilities

Clinic operations

- Contributes to the safety of staff and patients in the facility by managing hazards to health (physical and biological), including following appropriate infection control procedures.
- Ensures the security of confidential patient and clinic information at all times, including securing the facility at the end of each day.
- Takes initiative in remaining up to date with changes to clinic procedures and workflows. Contributes to discussions of same to ensure the perspective of the MOA is considered in any decision making.
- Maintains an awareness of the weekly schedule and clinic staffing / vacation, to direct enquiries as appropriate and inform others as necessary.
- Participates in the facilitation of meetings, including readying AV equipment and recording minutes.
- Uses a variety of tools to access and report on data relating to clinic operations.
- Contributes to the growth and development of others through knowledge and skills sharing, both formally and informally, and in the development of standard operating procedure documentation.
- Under the direction of the operations manager, the MOA may undertake independent projects which further improvements in clinic operations and workflows.
- Ensures the smooth operation of the office, including maintaining office equipment and supplies.
- Demonstrates accountability in managing and reconciling cash and eftpos transactions as required.

- Any other related duties to support the ongoing operations of the clinic.

Patient focused; administrative

- Provides exceptional customer service at all times, to patients, visitors and colleagues.
- Greets patients and visitors by phone and in person, in a friendly and professional manner.
- Creates suitable appointment bookings for patients, considering the patient's needs and providers' scope and availability. Uses sound judgement regarding visit urgency or any pre-work required.
- Ensures the accuracy of information held; routinely confirms contact information with patients.
- Attends to the administrative requirements of the patients' care, as initiated by any member of the care team, in a timely manner. Examples may include; Actions, Ticklers, Referral follow up, Medico-legal files, Release of Information requests, billings, reminder calls, and other tasks as required.
- Prepares and distributes mail and other necessary documents for patients and staff, as needed.
- Adheres to clinic conventions relating to the storage of data and/or documents created outside the electronic medical record.
- All other related administrative duties as required to support the provision of care to the patient.

Patient focused; clinical

- Obtains and accurately records vital signs and point-of-care test results, as appropriate, prior to the patient's consultation.
- Contributes to patient safety by recognizing and escalating concerns in medication or supplies, including monitoring the temperature of the vaccine fridge, identifying expired medications (naloxone, anaphylaxis kits) or specimen collection packs, re-processing damaged sterile packs, and/or any other item that poses a risk to a patient, directly or indirectly.
- Ensures that examination rooms are always clean and appropriately stocked.
- Prepares examination and procedure rooms in advance of patient arrival, including set up of equipment and supplies (ie, biopsy, sutures, IUD, PAP, pre-natal, complete physical).
- Sterilizes equipment in accordance with clinic protocol.
- May be required to perform chaperone duties from time to time.
- Any other related responsibility that is within the scope and competence of the MOA, and might be reasonably requested to support patient care.

Team and centre activities:

- Participates actively in staff meetings and board committees.
- Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
- Collaborates well with others, promotes cooperation and teamwork.
- Participates in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintains the reputation and confidentiality of the health centre and its clients at all times.
- Adheres to all applicable REACH policies and procedures.

Qualifications and Skills

- Certification as a Medical Office Assistant from an accredited educational institution, or equivalent experience.
- A minimum of 5 years practical experience in a similar position.
- Understanding of aseptic and sterile technique and universal precautions.
- Excellent knowledge of medical terminology.
- Experience of using electronic medical records, OSCAR preferred.

- Experience working with clients with complex social and health conditions.
- Willingness to undertake training including Basic Life Support and naloxone administration, and maintain certification where applicable.
- Demonstrates critical thinking, ability to anticipate needs, compassion and patient centered care.
- Able to manage multiple conflicting priorities.
- Able to communicate effectively as part of a high performing team in a dynamic and fast-paced environment.
- Organized and attentive to detail, at all times.
- Excellent time management skills.
- Able to recognize and respond appropriately to urgent/emergent situations.
- Proven ability to accurately take and record vital signs and to assist with procedures and exams.
- Ability to undertake the physical requirements of the position.
- Previous de-escalation training an asset.
- Ability to speak another language an asset.