

Job Description

Position:	Medical Office Assistant (MOA)
Program/Services:	REACH Urgent & Primary Care Centre
Wage Range:	\$22.00-\$25.00

Established in 1969, REACH is a non-profit, community-governed organization with a history of primary care innovation and a commitment to equality and social justice in East Vancouver. We have a multidisciplinary approach to care within our medical, dental, pharmacy, multi-cultural family centre and an Urgent & Primary Care Centre (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.

The REACH UPCC will provide triage and delivery of urgent primary care services to any patient who presents themselves during the hours of operation. This program provides urgent primary care to any individual who need it 8am-10pm Monday to Saturday and 9am-5pm on Sundays regardless of whether they are attached to another primary care provider for longitudinal care. While the emphasis is on urgent primary care, REACH UPCC strengthens our existing commitment to the social determinants of health as a foundation for patient care. We are also developing ways of connecting patients to care in the evolving Primary Care Network surrounding the REACH UPCC so that it functions as a hub and integrator in the network.

Position Summary

This position provides team-based care and works to full scope as an MOA. The MOA performs job duties through a trauma informed care framework and culturally sensitive and safe lens for families and individuals. Reporting to the Operations Manager, the MOA contributes to the operations of the UPCC through administrative and clinical support to our care providers in a team-based environment. Together with the interprofessional team they will play an important role in assessing urgency, and deciding on who the most appropriate team member is to meet their needs.

The MOA will have the opportunity to work flexible hours on evenings and weekends.

Responsibilities

Front Desk Duties

- Perform opening/closing procedures for building
- Review daily schedule and regularly check fridge temperature
- Respond to Action items frequently throughout the day
- Stay updated on activities of office
- Book and coordinate patient follow up appointments as needed
- Greet and check in patients, verify demographics as needed, check vitals/measurements
- Answer phones/transfer calls /take messages for physician and nurses
- Make all necessary calls for the day, check Angel messaging services
- Enter into database and monitor status of patients, ensure accurate information and proper paperwork is complete
- All other related administrative duties to support the ongoing needs of the UPCC.

Clinic Duties

- Regularly clean exam rooms and make sure they are appropriately stocked

- Set up procedures and sterilize required equipment per sterilization guidelines Eg: sutures and removals
- Coordinate document requests, medical records requests, TO DO actions, and all Ticklers.
- Process referrals and follow up; arrange specialist appointments for patients
- Prepare, manage, distribute all necessary documents for patients and medical staff as needed
- Assist physicians and nurses in any other tasks as needed
- Assist when called upon to package laboratory samples for dispatch

Team and centre activities

- Participate actively in staff meetings and board committees.
- Participate in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicate clearly, listen accurately, be open to feedback, handle conflict appropriately, and display sensitivity to others.
- Collaborate well with others, promote cooperation and teamwork.
- Participate in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintain the reputation and confidentiality of the health centre and its clients at all times.
- Adhere to all applicable REACH policies and procedures.

Qualifications

- Certification as a Medical Office Assistant from an accredited educational institution, or equivalent experience.
- A minimum of 5 years practical experience working in an urgent care or similar position.
- Understand aseptic and sterile technique and universal precautions.
- Able to recognize and respond appropriately to urgent/emergent situations.
- Excellent knowledge of medical terminology and experience of using electronic medical records.
- Willingness to undertake training including CPR-HCP and naloxone administration, and maintain certification where applicable.
- Proven ability to accurately take and record vital signs and to assist with procedures and exams.
- Knowledge of de-escalation techniques an asset.
- Demonstrates critical thinking, ability to anticipate needs, compassionate and patient centered care.
- Able to manage multiple conflicting priorities, multi-task and work independently.
- 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 and excellent time management skills.
- Able to undertake frequent lifting, and carrying items up to 30 pounds.
- Knowledge of online booking systems such as Veribook as asset.
- Knowledge of Live Care and other telemedicine systems as asset.
- Familiar with OSCAR EMR an asset.
- Ability to speak more than one language an asset.
- Completion of Transportation of Dangerous Goods (TDG) certification after hiring.

How to Apply

To apply, please send the following to jobs@reachcentre.bc.ca

Subject line: REACH MOA, UPCC, and please specify if you are looking for a full time or part time position

- Resume
- Cover letter

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.