

## MEDICAL OFFICE ASSISTANT JOB DESCRIPTION

**Job Title:** Medical Office Assistant

**Reports to:** Office Manager

**Job Purpose:** To support Saanich Peninsula Primary Health Care Network doctors in clinic operations and in delivering patient care. All work should be delivered to standards and procedures established in Saanich Peninsula Primary Health Care Network and procedure manual or otherwise requested by Saanich Peninsula Primary Health Care Network doctors.

### **Duties:**

- Coordinates patient care through the clinic: checking in, prepping, escorting to exam rooms, preparing exam or treatment rooms, answering questions, providing post-appointment service, monitoring the waiting room.
- Answers enquiries by phone and in person in a helpful, respectful and efficient manner.
- Maintains appointment schedule and manages recalls
- Maintains electronic medical record, including the patient chart. Performs tasks (including linking, uploading, and referrals) in support of patient care.
- Ensures exam rooms are stocked appropriately and ensures that they are ready for next patient
- Ensures patient confidentiality.
- Assists physicians when requested.
- Cleans and sterilizes materials and instruments.
- Performs patient prep procedures and documents findings in the patient record
- Performs all other related clinical, administrative tasks or special tasks as required.
- Provides patient care with a customer service lens.

### **General Skills and Abilities:**

- Works well in a team environment
- Good written and verbal communication skills
- Proficiency with a computer. MedAccess skills an asset.
- Speed and accuracy
- Can solve problems
- Has good judgment

### **Clinical Skills and Abilities:**

- Operate and apply the bpTRU monitor
- Prepare patients and set up exam rooms for complete physicals, including pap set up.
- Accurately measure patient height and weights (including infants)
- Operate the autoclave
- Perform and record result for various lab tests done at the clinic such as urinalysis and occult stool tests
- Basic Cardiac Life Support certificate