



Medical Office Assistant (Full-time)

Located at three sites in London, Ontario, the Health Zone Nurse Practitioner-Led Clinic (NPLC) provides comprehensive primary health care to those who have limited access to care. We have a particular mandate to serve women, children, and their families, who live in marginalized conditions, are in transition, and who encounter barriers to accessing health or social care.

Working as part of an interdisciplinary team, the Medical Office Assistant will support both the efficient daily operations of the Health Zone Nurse Practitioner-Led Clinic and the work of the interdisciplinary team and leadership team. The Medical Office Assistant is expected to reflect the mission, values and principles of the Clinic.

The Medical Office Assistant will be located primarily at one of the Health Zone sites with travel to our other locations as needed. This role will report to the Administrative Lead.

Qualifications

- Completed High School diploma
- Completed Medical Office Assistant certificate
- Previous experience working in a medical office setting
- Customer service experience
- Strong inter-professional communication skills both written & oral
- Proficient computer skills with experience in Electronic Medical Record (PS Suite an asset)
- Superior organization and multitasking skills
- Ability to be flexible in a dynamic work environment
- Excellent attendance report
- Must have valid driver's license and insurance and have access to a reliable vehicle

The Medical Office Assistant will be responsible for the following duties:

1. Scheduling of appointments as required in consultation with the clients, site nurse practitioner and interdisciplinary team member
2. Make the determination of whether a client needs to see a team member based on urgency
3. Determine the length of appointment needed by each client based on maximizing the team's efficiency
4. Provide follow through on arranging appointments with clinic staff, inter-professional students, collaborating physicians or referrals to other health professional at the request of the nurse practitioner
5. Promptly handle all telephone calls coming into the clinic.
6. Attend to all correspondence
7. Processing of nurse practitioner or collaborating physician ordered laboratory test or other examinations
8. Processing of nurse practitioners or collaborating physician request for pharmacy refills for clients
9. Administer client's clinic records (via electronic medical record)
10. Enter data for new and existing clients into EMR
11. Faxing, scanning and photocopying as required
12. In collaboration with interdisciplinary team monitor vaccine fridge temperatures

13. To assist in the coverage of other sites as required

14. Managing and reconciling the petty cash

15. Manage inventory of supplies

This position offers a generous benefits package including a pension. Interested applicants may submit a cover letter and resume to the Administrative Lead. We thank all those who apply, but only those selected for an interview will be contacted.

Interested candidates should email a resume and cover letter to the Health Zone NPLC Human Resources Committee at info@healthzonenplc.ca.

*'We thank all applicants for their interest.
However, only those persons selected for an interview will be contacted.'*