

	JOB DESCRIPTION		
	Position Title: Program: Service: Accountable to:	FHT CLINICAL ADMINISTRATIVE ASSISTANT /DATA ENTRY Family Health Team Health Family Health Team Manager	
Issued By: Date Issued:		Date Revised: Classification:	June 3rd, 2011

PURPOSE AND SUMMARY

Under the direction of the Dilico Family Health Team (FHT) Manager, the Clinical Administrative Assistant assists in the daily operation of the FHT clinic by providing the clinic with administrative support, facilitating patient visits, updating patient records and assisting FHT health professionals. The Administrative Assistant also processes special requisitions, forms and any required billing functions. As the primary liaison between patient/clients and FHT health professionals he/she must convey professionalism and confidentiality at all times in their behaviour, appearance and in their oral and written communication. The Administrative Assistant also accesses and updates patient/client health records; therefore, accuracy and confidentiality is required in fulfilling this role.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

Under the direction of the Family Health Team Manager, the Clinical Administrative Assistant is responsible for:

- a. Performs data entry into the EMR
- b. Compiles statistics for programs and required reports
- c. Assisting in the scheduling and triaging patient appointments
- d. Checking-in patients and ensuring proper health records/charts and diagnostic results are accessible to FHT clinicians;
- e. Updating patient information in the Electronic Medical Records (EMR) system or manual chart system and scanning and/or validation of patient health cards;

Job Description – FHT Clinical Administrative Assistant

- f. Retrieving client files and medical records as requested by medical staff and ensuring all applicable forms are filed, processing the records after each appointment, and re-filing in a timely fashion;
- g. Completing and updating client charts and forms;
- h. Completing/processing of OHIP billings as required;
- i. Maintaining client registry/roster;
- j. Opening lab/diagnostic results attaching each result to the appropriate file and promptly bringing to the attention of the ordering health professional;
- k. Ensuring exam rooms are properly cleaned and equipment sterilized as directed by health care professional;
- l. Processing special requisitions such as medical forms for child welfare, lab slips and community service partner requisitions;
- m. Transcription or formatting of letters;
- n. Ongoing maintenance of medical/clinical equipment and supplies;
- o. Ordering and distributing of medical/lab supplies and equipment as required;
- p. Maintaining and keeping the exam room areas clean and tidy;
- q. Providing administrative support services for walk-in-clinic as required;
- r. Coordinating lab specimen pickup;
- s. Coordinating laundering arrangements;
- t. Ordering and retrieving vaccines from the Thunder Bay District Health Unit and checking expiry dates;
- u. Providing administrative support by filing and retrieving documents, photocopying, faxing and scanning as needed.
- v. Other duties as required.

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;

Job Description – FHT Clinical Administrative Assistant

- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency and patient records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

1. Education

Minimum medical office administration certificate, medical office terminology course or medical records technician certificate required.

2. Work Experience

One (1) or more years experience in the healthcare field in an administrative capacity and working with data entry and or Electronic Medical Record(s) systems. Candidates without the specific education qualifications, but who possess an appropriate combination of child welfare experience and other academic qualifications will also be considered.

3. Skills/Abilities

- a. excellent communication and client service skills;
- b. ability to operate: fax machine, photocopy, scanning equipment, postage meter, and be familiar with computer word-processing software – i.e. Microsoft Word;
- c. ability to work productively with limited supervision and under stress of deadlines;
- d. ability to follow direction and work as a member of a team;
- e. ability to maintain confidentiality;
- f. excellent verbal and good written communications skills;
- g. ability to work within the policies, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- h. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- i. ability to understand and/or speak an Anishinabek language an asset.
- j. ability to multi task in a high call volume environment;
- k. ability to manage stressful situations in a calm and tactful manner.

Job Description – FHT Clinical Administrative Assistant

CONDITIONS OF EMPLOYMENT

- a. ability to work flexible hours as determined by the Family Health Team Manager in relation to service requirements;
- b. a criminal records check is required upon hiring;
- c. must possess a Class “G” Driver’s Licence and have access to a reliable, personal vehicle with \$1,000,000 liability vehicle insurance;

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.