

# EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting Casual opportunity as a **Medical Secretary (Competition #133.18)** exists in the Crossroads Clinic reporting to the Director, Primary Care Program & Health Equity.

The Medical Secretary provides clerical and administrative support to the Clinics/Programs. This will include reception duties, patient registration, appointment bookings and administrative functions to support efficient clinic operations. Medical Secretaries may be required to perform one or more of the described duties, as assigned.

## **Summary of Duties, but not limited to:**

### **Facilitate efficient and timely access to specialist services by receiving and processing referrals and scheduling first appointments:**

- Receive new referrals and triage according to established guidelines
- Confirm required information and retrieve relevant information from referring source
- Triage to correct clinic/physician using decision algorithms
- Confirm triage with physicians and clinical team, as needed
- Generate patient chart as needed
- Create patient record in registration system
- Schedule patient visit and coordinate required tests
- Communicate scheduled visit to appropriate people (referring physician, patient, etc.)
- Monitor clinic schedules to ensure all appointment slots are filled
- Provide patient with all required test information and special preparation instructions
- Provide patient with all logistical information (clinic location, etc.)
- Remind patient of appointment time
- Answer clinic-related phone calls and triage to appropriate staff member
- Follow up on "no-shows"
- Confirm physician schedule of upcoming clinics, as required

### **Contribute to the efficient operations of clinics by booking complex tests and follow-up appointments and ensuring that the chart management for each scheduled patient is up to date:**

- Generate/prepare charts for clinic
- Retrieve patient results and file in chart
- Prepare reports for clinicians to review
- File reports in Women's College Hospital records
- Liaise with Health Records regarding chart requests
- Follow established Health Records protocols for managing patient charts
- Coordinate and book complex tests, appointments, and referrals to specialty services and clinics
- Exhibit a strong understanding of the intricate procedures/tests to be booked within the assigned specialty
- Work with the team in the assigned clinic as an integral part of that team and will ensure that team members are informed of the updated schedule, room assignment and any potential changes in the clinic schedule
- Effectively communicates with all hospital clients and stakeholders

# EMPLOYMENT OPPORTUNITY

- Manage consultation letters
- Facilitate referrals to other health care professionals

## **Enhance the patient experience by checking patients in for their scheduled appointment and completing the check-out process following the appointment:**

- Greet patients and visitors in a friendly manner, courteous and respectful manner
- Register patients, as required
- Act as the “face of the hospital”
- Provide exceptional customer service to patients, family and visitors
- Print clinic and practitioner schedules prior to clinic
- Verify required demographic information
- Validate health card
- Register patient visit in appropriate system for current encounter and track visits in systems as required
- Distribute and collect patient questionnaire or other forms
- Check in approximately 100 patients per day
- Visually scan waiting room to monitor patients
- Be attentive to the needs of waiting patients
- Check patients out of clinic as required, including scheduling a selection of follow-up appointments and basic diagnostic tests
- Verify patient has all instructions and required information post-clinic visit

## **Engage in administrative activities to support efficient clinic operations and develop a professional environment:**

- Engage in activities to support efficient clinic operations, including use of various technologies and processes
- Respond to patient and provider inquirers & ensures messages are referred to the appropriate person
- Maintain supply and currency of administrative forms/pamphlets
- Attend and participate in clinical and administrative team meetings and participate in patient/office improvement projects as required
- Maintain clinical data and statistics
- Follow established policies and procedures
- Prepare a list of administrative supplies to be ordered/restocked when necessary
- Provide support to clinic team, as directed
- Follow established policies and procedures
- Processing of paper work for non-insured patients /procedures and associated payments

## **Clinic/Program specific responsibilities**

- Receive patients and schedule appointments for Clinic Physicians and Nurse Practitioner
- Use Electronic Patient Registration/Booking System
- Organize interpretation services

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

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## Qualifications/Skills:

- Medical Secretary Diploma or equivalent experience is required
- 3 years experience working in an ambulatory clinic, preferably in a hospital or community health care setting
- Experience working with a diverse patient population including refugees and new comers to Canada
- The ability to speak one or more of the following languages is required (Spanish, Urdu, Arabic, Farsi, Hungarian, Amharic, Sudanese, Trigrinian and Korean)
- Experience with computerized EMR is ideal, preferably Telus/PSS and EPIC
- Strong MS Office application skills including Word, Excel, and Outlook
- Ability to work well under pressure and use good judgment in assessing difficult situation
- Ability to produce high quality work in accordance with Hospital standards
- Comprehensive knowledge of health care, organizational/office practices, procedures and standards
- Excellent verbal and written communication skills
- Ability to work effectively in an interprofessional team
- Excellent organizational and time management skills that would complement well developed interpersonal skills, including the ability to handle multiple duties
- Proven attendance record
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

**POSTING DATE: May 23, 2018**

**Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)**

**We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.**

*Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.*