

# 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 **Clinic Secretary (Competition #6.19)** exists in the Family Practice Health Centre Department reporting to the Executive Director, Family Practice Health Team.

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

### **Facilitate efficient and timely access to services by coordinating the scheduling, referral and associated support processes:**

- Effectively and efficiently interacts with patients, visitors and Hospital and Team members in a professional, friendly and respectful manner in accordance with clinic and hospital guidelines
- Register, schedule, and communicate patient visits within Hospital and Clinic electronic medical records (EMR) system. Communicate with patient and appropriate Team members.
- Confirm /coordinate patient visit and coordinate required tests or information as needed
- Participate in the referral and triage processes according to established guidelines
- Monitor clinic schedules to ensure all appointment slots are filled incl. changes, cancellations and 'no-shows'
- Facilitate patient reminder calls as to appointment time of selected individual and/or group appointments
- Provide group and/or program support as needed
- Answer general or clinic-related phone calls and triage to appropriate Team member
- Follow established protocols for managing patient charts (Standard Health Records management protocols)

### **Engage in general 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 inquiries & ensure messages are referred to the appropriate person
- Distribute and collect patient questionnaires or other forms
- Attend and participate in Hospital and Team meetings as required
- Maintain clinical data and statistics for the Family Practice Health Centre (FPHC) and Team as required
- Provide additional support to clinic team, as directed including patient/office improvement projects
- Ensuring ordering offices supplies and requisition processing as needed
- Work collaboratively in a Team based environment
- Ensures compliance with all hospital and FPHC specific employee policies and procedures

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
- 2 + years' experience working in a physician family practice, preferably in a hospital setting.
- 2 + years' experience with Electronic Medical Records (EMR), preferably Telus/PSS
- Comprehensive knowledge of health care, organizational/office practices, procedures, and standards
- Experience with additional electronic systems, such as PCS, PAS, PRO, EPR, WINREC preferred
- Strong MS Office application skills including Word, Excel, and Outlook
- Ability to work well under pressure and use good judgment
- Ability to produce high quality work in accordance with Hospital 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 ability to attend work on a regular basis
- 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.
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- 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: Wednesday, January 16, 2019**

**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.*